

Student Handbook | 2023



Skilled Up Institute

unfold your career

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Level 2 601 Bourke St. Melbourne VIC 3000

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WELCOME TO SKILLED UP PTY LTD

Skilled Up Pty Ltd Trading as Skilled Up Institute welcomes you to your training program. This handbook is designed to acquaint you with Skilled Up and provide you with information to assist you in achieving your desired Vocational Education and Training (VET) outcomes. The information contained in this handbook applies to all students at Skilled Up Institute. Our objective is to provide you with a training environment that is constructive to both personal and professional growth.

Please take the time to read your student handbook as it contains important information regarding your training program.

Who is Skilled Up Institute?

Skilled Up T/A Skilled Up Institute is a corporate learning and development provider and Registered Training Organisation (RTO). Skilled Up Institute [SUI] delivers non-accredited courses and nationally accredited qualification programs. Skilled Up Institute was established in July 2012 as a national learning and development organisation with an emphasis on integrity and high-quality solutions. Skilled Up Institute provides short courses for small and medium organisation as well as providing Government funded courses for domestic students undertaking traineeships and apprenticeships.

Skilled Up Institute [SUI] provides specialised industry training for people in a broad range of industries.

The team at SUI are committed to offering our students the opportunity to undertake a range of professional development courses and qualifications contained within the National Training Framework. At SUI, our staff strives to provide outstanding service and contribute to a rewarding learning experience. Skilled Up currently has the following nationally accredited courses on its scope of registration:

<http://training.gov.au/Organisation/Details/40471>

We acknowledge and understand the importance of delivering passionate and effective training. We believe that you should be encouraged to take responsibility for your own learning and to understand that as a student, you have an active role to play in your learning experience.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure an optimum learning environment.

We ensure that you receive in-depth learning, relevant to your role and industry, and maximum support you deserve, tailored to your needs and the learning outcomes you seek.

All Skilled Up's trainers and assessors are experienced professionals and have the skills and knowledge in their relevant industry to support and add value to you. They are friendly, supportive and dynamic individuals who bring positive learning and professional development experiences to their classes.

Our Vision

We seek to be a leading quality education provider in the region with a global perspective and to be recognised as an innovator, agile in education, developing the dexterous skills for tomorrow's labour today.

Our Mission

Skilled Up rigorously focuses on academic excellence and discipline, with agility to provide training where our cohorts become dexterous with academic integrity. Skilled Up will share knowledge, understanding, innovation and creativity by providing Vocational Education and Training (VET) through quality courses in a strong and conducive community of learners and teachers. Skilled Up will prepare professionals who are responsible global citizens and future leaders in their respective careers. To achieve this outcome Skilled Up Institute liaises with industry and the corporate sector to develop a quality curriculum relevant to the needs of the workforce of tomorrow.

Student Overview

Skilled Up Institute [SUI] incorporates adult learning principles throughout the delivery of its training programs. You are encouraged to take responsibility for your learning and to actively participate in the learning and assessment process. Skilled Up Institute encourages you to:

- ✓ Prepare for training sessions by completing the subject's reading prior to scheduled classes;
- ✓ Participate appropriately in all training sessions;
- ✓ Undertake all work requirements in line with designated deadlines;
- ✓ Speak with your trainer or workplace supervisor regarding any problems or issues you experience during your course;
- ✓ Participate in evaluation activities and offer constructive feedback regarding your course; and
- ✓ Expect that Skilled Up trainers will treat you with politeness and respect and reciprocally treat trainers in the same manner;
- ✓ Use formal complaints procedures if you experience any difficulties with Skilled Up staff once all informal avenues have been exhausted

Various Skilled Up Institute Training courses are registered and or approved by Government agencies and Skills for Victoria. Students are advised to check with Skilled Up Student Business Developer's

(by telephone 03 - 86089901 or email info@skilledup.edu.au or enrolments@skilledup.edu.au or admissions@skilledup.edu.au) prior to enrolment. For more information about our courses, policies or procedures, contact a member of our support team on +61 3 8608 9901 or info@skilledup.edu.au or support@skilledup.edu.au or visit <http://skilledup.edu.au/policy/>

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 learning 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 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.

Moodle means Student online Management System for resources and assessment upload and completing the assessment submission online, as well as completing the self-paced learning activities.

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.

NCVER, this is National Centre for Vocational Education Research (NCVER) is a not – for – profit company owned by State territory and Federal Ministers responsible for training. It is a professional and independent body responsible for collecting, managing, analysing, evaluating and communicating research and statistics about Vocational Education and Training (VET) nationally.

PTR, Pre-training review is a process to determine the most suitable and appropriate course and training for an individual.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise. It will assist you to planning your progress in your chosen qualification.

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.

Workplace learning, individual student spent their time at their current job and learn the content as per their course content in their day-to-day job.

Work placement, individual student spent their compulsory work placement hours for completing the qualification requirements.

Virtual Classes, Via Zoom software virtual classes due to COVID-19 using Zoom online platform for meeting.

Virtual Classes, individual student spent their time at face to face class via Zoom meeting software.

Zoom, software Skilled Up using for virtual classes room.

ENROLMENT

Prior to enrolment, we ask you to complete an Expression of Interest form (this may be an online link or a paper-based document). This form asks for your personal details and prior education. This assists us to ascertain whether you are eligible for government funding.

The following documents are required to be completed in full:

- Expression of Interest Form
- Pre – Training review (PTR)
- Language, Literacy and Numeracy Assessment
- Complete enrolment form (online Vet enrol)
- Confirmation of Enrolment letter
- Orientation – (pack include Training plan, timetable, orientation acknowledgement)

Once we have determined your eligibility at the time of Pre-Training Review (PTR), we will contact you to let you know the outcome and put a tailored plan (training plan/Scheduled timetable) together to meet your needs. Even if you aren't eligible for government funding, we offer payment plans (monthly instalment) to suit your needs, if you willing to continue as fee for services student. We will also send out a Training Schedule (timetable) with class dates and due dates of assessments, along with a Statement of Fees, student handbook, confirmation of enrolment letter and Training Plan that requires your acceptance with a signature.

Please note the information collected on the Expression of Interest/enrolment Form is used for administration and statistical purposes ONLY. This information remains confidential.



OHS

Skilled up complies with relevant occupational health and safety legislation including COVID-19 safety plan. Trainers will actively take steps to identify hazards that could cause harm to you and others in the classroom and learning environment. Where possible, the trainer/assessors will act to remove or control these hazards and will report the hazards to the appropriate on-site personnel.

Where practicable, you must take responsibility for your own health and safety and that of others around you. This means you must follow all safety rules, procedures and the instructions of your trainer while undergoing training with Skilled Up.

In accordance with ASQA Standards, Skilled Up does not require students to attend scheduled classes (including time allocated for face two face or online virtual classes): for more than eight (8) hours in any one day, or before 7am or after 10pm on any day.

Prior to 8am and/or after 10pm the registering body can give specific written exemption which approves a different schedule and specifies the differing maximum hours for the course.

Students will be notified and asked to sign an agreement relating to this arrangement.

If a request is made by the client organisation to provide training or coaching with facilitations in industrial areas, remote from built up areas, further than 500 metres from regularly scheduled public transport, or with substantial garden and car parking areas, clients are required to:

- Detail the security and safety measures to be taken to maximise student security and safety when attending and in traveling to and from the premises.
- Demonstrate that information about the security and safety measures is available to students prior to and after enrolment.

WHY STUDY WITH SKILLED UP?

EXPERIENCED FACILITATORS:

- Our Industry experienced facilitators are professionals who have a Vocational Competence with current workplace knowledge & skills to train our student cohorts.

FLEXIBLE DELIVERY OPTIONS:

- Evening classes and weekend classes are available to provide a flexible timetable to our cohort

START WHEN IT SUITS YOU:

- Scheduling study when you are working full – time can be a challenge. At SUI you can start at times that suit you. SUI run courses all year and provide multiple entry points for courses.

NO ACADEMIC SEMESTERS:

- Skilled up accept admission applications throughout the year

GENERAL INFORMATION

Competency Based Training is an approach to education and training that places emphasis on what you can do in the workplace. This results in training programs that better meet your needs and the needs of Australian industries and businesses.

Outcomes from Competency Based Training reflect workplace duties, working environments and performance requirements. This includes performing higher level duties such as planning, problem solving and managing tasks through to completion.

Competency Based Training programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the industry.

The delivery of training may occur in a variety of forms (classroom, workplace or online via LMS [Moodle]) to ensure you develop a thorough understanding of all required skills and knowledge.

You will be required to complete assessment activities throughout the duration of your course. This may include written activities, oral questions, practical demonstrations, assignment work and or portfolio presentations.

Prior to an assessment taking place, trainers will inform you of what is going to be assessed and how the assessment will occur. They will outline what needs to be done to complete assessment tasks and where required, define a pathway to successful completion of the assessment task. The trainer will be available to answer questions regarding the assessment prior to its occurrence.

The grading of the assessment of competency will be either ‘**Competent**’ or ‘**Not Yet Competent**’. There is no mark/grade given against an assessment and you cannot fail. If you receive an assessment that is “**Not Yet Competent**” Skilled Up will work with you to achieve competency.

Additional time required to provide this support will be agreed to by our Student Support Coordinator and yourself and or employer.

Admissions to qualifications

At Skilled Up (SKUP) we are committed to providing equal opportunity and promoting inclusion for all participants from a diverse cultures and communities.

There are no mandatory requirements for entry into majority of the Skilled Up vocational qualifications, although applicants should possess the required level of language, literacy and numeracy skills (LLN) that will see them achieve the relevant learning outcomes for a particular qualification. *Skilled will only recruiting student who are over 18 year of age at the time of training program commencement.* Ask Skilled Up Subject Experts for further help with your course selection and/or your qualification pathways during the pre-training review interview.

Moodle

At Skilled Up Institute (SUI) 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 completing 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.

LANGUAGE, LITERACY AND NUMERACY SUPPORT

Skilled Up recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work. They are an important component of training. We understand that you are an individual with different life experiences and therefore that your literacy and numeracy skills will vary.

As part of the enrolment process, you will complete a language, literacy and numeracy (LLN) exercise which will be used to assess your LLN ability.

(Some students may be referred on for special help if required).

We encourage students with language, literacy or numeracy concerns to undertake training. We offer a range of support services to you. This may include; training schedules with due dates to help keep you on track, support from our experienced trainers and student support coordinators and class time to work on assessments and catch up classes.

If you have issues or concerns with your language, literacy or numeracy abilities that may affect your training program, we encourage you to raise the matter directly with your trainer/ assessor.

Skilled Up also encourages you to contact a support group if you are dealing with any personal issues. The below organisations are highly experienced in assisting people with these matters:

- www.beyondblue.org.au
- www.headspace.com
- www.lifeline.org.au

TRAINING

Training is delivered using a variety of flexible approaches to learning including self-paced learning, on the job learning, group-based distance learning, online learning and classroom style learning. You will be provided with a Learner Guide and support from your trainer. Our trainers and assessors are available to give you support in the classroom, via phone and email.

Our flexible delivery methods provide training in a way that best suits your needs, while still enabling you to fulfil the requirements of the nationally recognised competencies/qualification.

For your training program, you may be provided with ‘in-house’ clustered training, online training, and one on one training, as well as informal review sessions with your workplace coach/mentor.

If you are undergoing workplace training, your supervisor will provide you with support and coaching/mentoring on the job. Skilled Up works closely with your supervisors to ensure you’ll be provided with sufficient information and assistance.

STUDY MODE

Primary methods of study include face to face classroom sessions, workplace learning, self-directed study, self-paced learning, work placement and complete the critical assessment tasks (CATs). At Skilled Up ALL programs can be customised to suit the specific needs of corporate clients and in – house training needs analysis can be conducted prior to starting the training program. Wherever possible, Skilled Up will offer flexible timetables to our learners and develop a pedagogy which suits our adult learners in their learning and assessment. Assessment options must comply with training package rules and any other assessment requirements as per the prescribed unit of competency.

VIRTUAL CLASSES

Currently Skilled Up offering virtual classes via zoom meeting software.

SIMULATED / FACE TO FACE CLASSES

Students need to come for simulation as well as face to face classes for role play. During the simulation and face to face role play trainer/assessor will observe the student to sign off the observation assessment checklist.

WORKPLACE LEARNING

Skilled up providing quality education to all our cohorts. Skilled up provide the opportunity for Certificate IV in Property Services (real estate) students to use their workplace to spend structured learning activities to learn the content of the certificate IV in property services (real estate). The Skilled Up used the experiential learning theory (David, Kolb, 1994) approach and structure the experiential learning at the student current work to develop the required knowledge, skill, and attributes.

ON-CAMPUS TRAINING

The following section provides key information for students undertaking training at the Skilled Up campus.

Location:

Skilled Up is located at:

- Level 2 601 Bourke Street Melbourne VIC 3000

PUBLIC TRANSPORT ACCESS

Skilled Up Institute campus is close to Southern Cross Station and Tram station on Bourke street.

PARKING

Skilled Up Institute does not provide car parking for Students.

NEGOTIATED TRAINING PLAN

As part of your admission, you will be required to complete and agree to a training plan that you will undertake in order to meet the educational requirements of your chosen course. The basic training plan document (which contains the Skilled Up course program) will be distributed to you with your admission document package.

ATTENDANCE

Attendance at both on-campus and any tutorial workshops and lectures involves participation in formative assessment activities. This participation is a mandatory component of your training program. Therefore, attendance is mandatory in order to complete the assessment requirements of your training course.

Skilled Up will pre-arrange training and assessment and issue course calendars accordingly. Student attendance is registered by the trainer/facilitator at each workshop.

It is important that you attend scheduled classes and meetings to ensure you gain the maximum benefits associated with the training and fulfil the attendance requirements of the course.

You will be advised of your attendance requirements at the enrolment/information session. Individual and/or group sessions will either be set by the facilitator or negotiated with the student (s) as appropriate.

You are expected to attend ALL training sessions. If you are unable to attend a training session, you must make every effort to contact your trainer or Student Support or Assessment Centre directly or through Skilled Up, 24 hours prior to the commencement of the session and arrange an alternative catch-up/time. Excessive absences or tardiness may result in units not being completed and therefore competencies not being achieved. You may be at risk of being withdrawn from the program. We require you to attend a minimum of 80% of all sessions to be deemed competent. Skilled Up support staff would give you a call if you missed three continuous classes in a row. If you missed 5 continuous classes Skilled Up will send you notification if you are willing to withdraw or need additional tutorial for missed classes.

If you have missed a workshop or are unable to attend a future workshop, please notify Skilled Up via telephone on 03 – 8608 9901 or alternatively email assessmentcentre@skilledup.edu.au as soon as possible.

ROOM CLEANLINESS

Students are expected to retain all belongings with them while at the SKUP campus. Students are not to leave litter in any part of the campus.

SECURITY OF PROPERTY

Skilled Up accepts no responsibility for loss, damage or theft of student property while on campus.

CAMPUS FACILITIES

In the event of a fire or other emergencies each campus has a specified evacuation process. At induction students will be advised of specific evacuation procedures including fire alarm recognition, nominated fire wardens and the off-campus meeting area.

SUPPLY OF LEARNER RESOURCES

SUI supplies each student with one complete set of learning materials including: Learner Book, Assessment Records, Critical Assessment Tasks (Student assessment workbooks) and Texts where applicable. Students requiring replacement materials can obtain electronic copies by contacting the Assessment Centre. These can be downloaded by the student and printed at the student's expense from the Moodle.

Note that business equipment (printers etc.) are for use of SKUP staff; SKUP does not provide students access to campus printing facilities; this includes printing, copying, scanning and fax machines.

All Critical Assessment Tasks (CATS) can be submitted electronically via the assessment centre or students can use their own equipment to print documents for submission.

You can request the PDF writable file to complete your CATs. If you need a PDF writable file, please email: assessmentcentre@skilledup.edu.au

CAMPUS OPERATING HOURS AND ACCESS:

The Skilled Up campus is open to enrolled students between 8:30am (excluding Public Holidays).

Access to student rooms and facilities is only permitted under in the presence of an appropriate Skilled Up officer. Students can use the Skilled Up computer lab to complete their CATs. Students can access and borrow learner books from reception. Access to any other room or facilities access must be with permission of the Operational Manager. Students are encouraged to use the Skilled Up computer lab and internet access to study after workshops or come in on other days to submit their assessments.

WORK PLACEMENT

Skilled Up come qualification requires student to complete the work placement hours, Skilled Up will help student in their placement. Please note, at this stage Skilled Up Institute able to provide support to student in their commercial kitchen work placement. Please note you MUST complete the workplace agreement prior to commence your hours of work placement as per training package requirements. In your mandatory placement you need to complete the work placemen logbook and submit at the end of your placement. For early childhood and education support student must be able

to get the police check and working with children check clearance prior to commence their work placement hours.

Note: You must have working with children check and policy check prior to commence your work placement.

ACCESS AND EQUITY

Skilled Up Institute applies access and equity principles and will provide information, advice and support services to assist you in identifying and achieving your desired learning outcomes.

Skilled Up fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment. You will be provided with an equal opportunity and will not be discriminated against as required by the equal opportunity act.

SUPPORT, WELFARE AND GUIDANCE

For the duration of your course you are eligible for a number of privileges including access to the Skilled Up campus Library. Skilled Up assessment centre staff and training coordinators are available throughout the program to assist with your individual learning needs. All staff have a responsibility to ensure equality of opportunity in order to maximise the learning experiences of Skilled Up learners. 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 endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.

If you have difficulty in achieving the required level of competency in a program you may be offered: counselling, mentoring, additional tutorials, additional study hours, additional study resources or coursework extensions. The majority of student support services are free for Skilled Up students, only LLN additional support may incur an additional cost.

In cases of welfare guidance and assistance, information and support can be found at your local Centrelink office. To contact Centrelink to discuss any of their services with a Centrelink staff member it is best to call 131 021 and arrange an appointment.

For issues non-related to the delivery of training and assessment services please refer to your direct workplace supervisor.

REASONABLE ADJUSTMENT

Reasonable adjustment will be provided for individuals with a disability according to the nature of the disability. Reasonable adjustments are made to ensure that the participant is not presented with artificial barriers to demonstrating achievement in the program of study.

Reasonable adjustments may include: the use of adaptive technology, educational support, alternative methods of assessment such as oral assessment, and individual assessment conditions such as enlarged print materials, scribes or additional time in the assessment period. Individuals should inform a SUI enrolment officer of the nature of their disability at the time of enrolment so that suitable adjustments may be made to course materials, class facilities and assessment tasks.

Further support and information may be obtained via the Handy Links provided below.

HANDY LINKS

Here you will find legislation and information regarding:

- 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/
- Literacy: www.deewr.gov.au/Skills/Programs/LitandNum/LLNP
- Bullying & Harassment: www.bulliesdownunder.com/website.htm
- 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/

OUR COMMITMENT

Skilled Up is committed to delivering high quality training and assessment, consistent with the highest industry standards. We will:

- Provide staff with all appropriate induction and training
- Provide student with course information and requirement at the time of orientation
- Identify the learner needs and adjust the training program as per student needs.
- Conduct regular reviews of training and assessment procedures
- Consult with regulatory groups, staff and students to assess the quality of training and assessment
- Always seek to improve training and assessment procedures
- Provide all the necessary resources to implement these processes

- Contact all students or workplace supervisors at least monthly via phone, email or face to face
- Skilled Up is responsible for the quality of the training and assessment in compliance with Standards for RTO's 2015

Skilled Up has a quality assurance system for managing and monitoring all education and training operations in place and reviews staff and student satisfaction on a regular basis. This system consists of mechanisms for monitoring and evaluating our courses, monitoring of assessment procedures, and stakeholder involvement in decision and policy making.

We collect and review feedback from industry sources, representatives and advisory bodies on a regular basis. Industry feedback is then used to improve training and assessment, course and service quality and effectiveness.

Training Evaluation

We continuously improve our courses by gathering regular feedback from our students. A feedback form will be provided to you after each training session and on completion of your training course. Please be assured that feedback forms remain confidential and are only used for improving the quality of our service to students. Skilled Up fully appreciates and acts accordingly to any feedback that you give us.

We value any kind of constructive feedback and would like to thank you in advance for taking the time to share your thoughts and insights with us.

You might also be asked to complete an NCVET Learner Engagement survey towards the end of your training program. This is part of Skilled Up's continuous improvement process and a condition of registration.

The National Centre for Vocational Education Research (NCVER) is Australia's principal provider of vocational education training research and statistics. It has been established help improve Australia's education and training system by ensuring that policy and practice are based on sound evidence. Skilled Up must also provide a summary report of the feedback to its registering body to provide an indication of its performance. For the same reasons, you might also be contacted by NCVER for audit and review purposes.

The aim of the Student Survey is to improve the economic and social outcomes of students who undertake vocational education and training (VET). This is achieved by providing the VET sector with information on the:

- Outcomes of training (eg. employment and further study outcomes)
- Relevance of the training

- Benefits of the training
- Satisfaction with the training
- Learning experience
- Evaluation of skill, knowledge and attitude of the student for continuous improvement.
- Reasons for not continuing the training (where applicable).

The information, which is used by national and state/territory bodies, along with local training providers, to ensure vocational training is of high quality and relevant to Australian workplaces. The survey highlights both the positive and negative outcomes from training and monitors the effectiveness of the VET system. The information collected assists in administering, planning, and evaluating the VET system.

YOUR COMMITMENT

During your training and involvement with Skilled Up, you are expected to:

- Treat all people with fairness and respect, and refrain from doing anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against others
- Treat all others and their property with respect
- Respect opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring any articles or items onto the premises that may threaten the safety of self or others
- Treat facilities and equipment with due care
- Arrive on time to start all sessions, including arrival after lunch and coffee breaks
- Approach your course with due personal commitment and integrity
- Complete all tasks to the best of your ability and in a timely manner
- Hand in all assessments tasks, assignments and other evidence of your work with a completed and signed cover sheet
- Make regular contact with your trainer/ assessor
- Progress steadily through your course in line with your training plan
- Prepare appropriately for all assessments tasks, visits and training sessions
- Notify Skilled Up if any difficulties arise as part of your involvement in the program
- Refrain from smoking at training venues
- Refrain from consuming alcoholic beverages or drugs at training venues

- Ensure that you are not in a state (as a result of the consumption of drugs or alcohol) that you might endanger your own health and safety or the health or the health and safety of others
- Advise your facilitators before commencing the course of any personal health condition which may become critical while attending the course
- Notify your trainer immediately should you be involved in any accident which results in personal injury and/or damage to equipment or facilities
- Follow emergency procedures and exit plans
- Be responsible for your own belongings - do not leave handbags or other valuables unattended. Skilled Up accepts no responsibility for any belongings which may be stolen or go missing
- **MUST** get the police clearance and working with children check prior to work placement

Behaviour

Skilled Up is committed to ensuring that access and equity considerations are incorporated in the provision of training delivery and assessment. This means that all of our students and staff have the right to study and work in a positive environment which values diversity. All students and staff are entitled, under legislation and Skilled Up policy, to an environment free from all forms of harassment and discrimination.

Note that this refers to any behaviour toward students and staff including off-campus activity and in particular participation in online forums and chat rooms that may be provided.

If your behaviour impacts on the performance of others within your group, the trainer is obliged to discuss the situation directly with you, and will try to sort out the problem. If there is no improvement, a written notification will be issued to you (and, where appropriate your employer) detailing the breach.

If there is still no improvement, then the following may occur depending on the severity and impact on other students;

- You may be removed from the training session and referred for private counselling
- You may be suspended or expelled from the program by Skilled Up
- You may choose not to continue with the training
- Your employer may choose to withdraw you from your training program

Behaviour during Virtual Classes/Face to Face

Skilled Up is committed to ensuring the privacy of your during the virtual classes.

- You must behave appropriately during the virtual classes as well during face to face workshop or assessment session or simulations.
- Keep mute until your trainer asks you a question or you need to ask a question to your trainer/assessor

Smoking

Smoking of any substance is prohibited within the SUI campus.

Intoxication

The consumption of alcohol or any intoxicating substance is prohibited while at the Skilled Up campus. Persons believed to be under the influence of any intoxicating substance will be escorted from the property and may be referred to Skilled Up for disciplinary action.

Misuse of facilities or property

During your training program at Skilled Up you will be provided with access to facilities and equipment. Individuals intentionally or neglectfully defacing, breaking or removing equipment without permission of an authorised SKUP Campus Manager will be referred to Skilled Up as the subject of disciplinary action and may also be referred to the police.

Discrimination

Skilled Up is firmly dedicated to providing a working, teaching and learning environment that is free from all forms of discrimination including age, disability/impairment, sex, marital status, political belief or activity, pregnancy/breastfeeding, race, religious belief or activity, gender identity, status as parent or carer.

Sexual Harassment

Skilled Up recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to sexual harassment.

Plagiarism & Cheating

What is plagiarism?

Specifically, 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; this includes but is not limited to books, journals, reports, theses, websites, conference papers and course notes; or
- Paraphrasing an author's work and presenting it without a reference.
- **Skilled Up Institute using Turnitin software to check the plagiarism.**

When to Reference

You must provide a reference whenever you quote, paraphrase or summarise someone else's ideas, theories or data. Skilled Up requires students to follow *Harvard Reference 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 information on the correct way to reference, see the Harvard referencing guide on below link:

<http://monash.edu/library/skills/resources/tutorials/citing/monash-harvard-referencing-guide-2012.pdf>

What is cheating?

Cheating is:

- Copying any part of another students' work;
- Submitting items of assessment that are written in conjunction with other students;
- Submitting a piece of work has already been submitted for assessment in another course;
- Sharing or copying an assessment, test or assignment; or,
- Completing someone else's assessment, test or assignment.

Consequences

Skilled Up's policy regarding students implicated for plagiarism or cheating may include: repeating the entire unit, suspension from the course and possible cancellation of your course.

All plagiarism and cheating are viewed seriously by SUI; by signing your enrolment form you acknowledge your understanding of our plagiarism and cheating policy. You can find the detailed plagiarism policy on the SKUP website under Policy and Procedure.

Authentication of Assessment

Regrettably, some students do submit work that is not their own. To preserve the validity of SUI course awards for all students Skilled Up Institute maintains a continuous surveillance process to ensure student work submitted is authentic.

Consequently, during the course of your training program a Skilled Up assessor may contact you regarding assignment work that you have submitted. The purpose of this contact is to validate that the work you have submitted is your own. This validation will consist in the assessor questioning you on the content of your submissions.

In the event your work cannot be authenticated you will be required to resubmit the work for assessment or the matter may be referred to Skilled Up Disciplinary committee.

Students failing to co-operate with the assessors reasonable requests will be automatically referred to the Skilled Up Disciplinary committee.

Where a student's work has not met Skilled Up's authenticity requirement to the satisfaction of the assessor the student is entitled to appeal the decision. See "Complaints & Appeals".

Authentication of Attendance – Virtual Classes

To preserve the validity of SKUP on Virtual Classes authentication, you must open your webcam at the time of attendance. You trainer will mark the tick on class attendance sheet, if you unable to open your webcam and not responded to your name at the time of attendance roll, your trainer will mark you absent. Skilled Up maintains a continuous surveillance process to ensure student attendance is monitored and trainer submitted the attendance sheet signed as a authentic student attendance.

Copyright

All material provided to you, or to which you are provided access are made available by Skilled Up under the provisions of the Commonwealth of Australia Copyright Act 1968 (the Act).

Skilled Up provides this material only for fair use by you in the course of your training. You are not permitted to copy, store, distribute, pass-on, broadcast or in any other way use this material without the express written permission of the copyright holder.

Breaches of copyright will attract disciplinary proceedings (including possible expulsion) and may also attract criminal and civil proceedings under the Act.

By completing and submitting your enrolment form you acknowledge that you have read and understood Skilled Up's requirement and agree to be bound by its terms.

Allocation and reallocation to program groups

Each training program has both a minimum and maximum group size. The size depends on the particular course and the nature of delivery. For various reasons some students suspend or abandon their training and program numbers fall below the minimum threshold. In this case, while making all reasonable efforts to accommodate students, SKUP retains absolute discretion to reallocate students to alternate program groups.

Change of details

Please inform Skilled Up of any changes in your address or contact details as outlined in the enrolment form. You must also inform Skilled Up of any other changes that may be relevant to your training status as a student. This prevents you from missing relevant correspondence.

Disciplinary procedures

Where your behaviour is affecting the learning process, you will be asked to leave the training session. Re-entry to the training program will need to be negotiated with the trainer. Any misconduct will result in a meeting followed by a written warning and any further incidents will result in termination from the course without refund. Serious misconduct will result in immediate termination from your course. No refund will be given in this instance.

Misconduct

Misconduct includes but is not limited to:

- Theft
- Fraud
- Violence / assault
- Discrimination, harassment, intimidation or victimisation on all EEO and non EEO grounds
- Serious negligence including OH&S non-compliance
- Serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Wilful disobedience
- Being affected by alcohol or drugs (both illegal and prescription) in a way that faculties are so impaired that participation is affected
- not participating and not responding trainer question during Virtual classes.

Online Service Standards.

Please read the online service standards on Skilled Up Institute website. It will provide the information on the services and support Skilled Up Institute provide you during the study period.

Please check the online services standard on www.skilledup.edu.au

Complaints and Appeals

In the first instance, any grievances may be communicated directly to the person involved, where this is not appropriate then a member of the Skilled Up team can assist.

If you are not happy with the outcome, then you may submit a formal complaint to Skilled Up in writing to support@skilledup.com.au or via post:

Skilled Up

Attn: RTO Manager/ Operations Manager

Level 2 601 Bourke Street, Melbourne VIC 3000

PH: +61 3 8608 9901

Skilled Up Institute has created an easy to follow Complaints and Appeals Policy which can be downloaded from our website: www.skilledup.edu.au/policy

What happens next?

You'll be notified via regular updates and informed in writing during the process of how your complaint is being managed.

Skilled Up will attempt to resolve all grievances through discussion and conciliation. Where a grievance cannot be resolved internally, an appropriate external mediator will be used to resolve the grievance between the parties.

If you are unhappy with the outcome of this process, you may phone the National Training Complaints Hotline on 1800 000 674 to seek further assistance.

Improvement actions

Skilled Up confirms its commitment to investigate and act on any complaint raised, and to take appropriate action in any case where complaints are substantiated.

Skilled Up Institute will endeavour to identify the cause of the complaint and implement steps to prevent the situation happening again. These steps will also be reviewed to ensure their effectiveness after implementation.

Skilled up Institute will provide a written outcome to the complainant within three working days via email/mail. All complaints and appeals will be handled within 45 days after being received. In any case where Skilled Up Institute is not able to resolve the issue within 45 days, Skilled Up will inform the complainant in writing providing the reason of the delay.

How can we support you?

Being a student is exciting, but it can also be challenging. Workplace supervisors and management in your organisation can be approached to gain advice on academic, professional, organisational and personal issues. Staff at Skilled Up Institute will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

We aspire to identify any additional support you may require to successfully complete your training, prior to the commencement of your course. The information provided on your enrolment form regarding previous education, disability and background specifications as well as the LLN section, helps us with assessment and ultimately with the correct choice of additional support.

Skilled Up will endeavour to provide links to external sources of support where staff at Skilled Up are not qualified to do so and it is in the student's best interests to seek professional advice.

Student Support can be contacted via:

Phone: 3 8608 9901

Email: assessmentcentre@skilledup.edu.au or support@skilledup.edu.au

SKILLED UP ASSESSMENT CENTRE

The Assessment Centre functions in the following ways to provide academic/LLN support:

- individual training support and feedback to students during training
- manage the extra time allocation and trainer allocation for “students at risk”
- group support by running subject tutorials (both on-campus and online via phone call or Skype)
- final assessment of students' submitted work
- submission of their critical assessment task (CATs)
- request for any academic or tutorial support.
- request for extension of the CATs submission

Students can access individual support by:

Email to assessmentcentre@skilledup.edu.au : Your email should include your student number and course

Telephone: 03 – 8608 9901

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 supplementary Group Tutorials. These tutorials are conducted on campus in either classrooms or computer labs.
- Publishes Tutorial schedules to the SKUP campus notice board and communicates to enrolled students by email/SMS. **Note:** tutorials are optional and students need to make a booking by phone or email.

The Skilled Up Institute Assessment Centre may also provide online tutorials for students as an alternative to campus-based tutorials. Students will be alerted to the provision of these Tutorials as they are scheduled.

SELF – PACED LEARNING

Self-paced learning means that outside the classroom you need to spend your time to complete your assessment tasks or any homework (if) given by your trainer/assessor. It means students can start planning and completing their required learning, which is the unit of competency/Skilled Up targets during the time of a student's stay with Skilled Up. The self-paced learning model will allow students to control their learning outside of the classroom environment. They can complete their formative assessment tasks in any setting (e.g. at home). Learners who work at a fast pace have the opportunity to gain competency quickly by submitting their work. Self-paced learning also helps students who are slower learners. In their own time students are able to complete the tasks and manage their learning if they need more time to complete the assessment task. Skilled Up will provide extra academic support, if students struggle academically during the term.

Note: as part of your study, you must complete the self-paced learning hours as recommended in your training plan. At the end of the course Skilled Up Institute (SUI) will collect the self-paced learning log from each student. You **MUST** submit your self-paced logbook for each unit(s)/Cluster(s).

THE ASSESSMENT PROCESS

Skilled Up Institute 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 the 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
- Case studies
- Verbal questioning
- Role plays
- Work placement (Observation)
- Practical demonstration
- Written report
- Multiple choice questions
- Project
- Work placement logbook

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 “satisfactory” in single assessment and “competent” in whole unit/cluster or “not yet satisfactory” in single Critical Assessment Task (CAT) or “not yet competent” in one complete unit/cluster 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

Most programs at Skilled Up are “open entry”; they do not require the prior completion of an academic qualification. However various programs, particularly more advanced programs, require that the student meet a minimum capability standard at enrolment. To facilitate this, Skilled Up conduct various forms of pre-admission assessment as a precursor to enrolment. Ac Language, Literacy and Numeracy (LLN) test online is Skilled Up’s pre-admission assessment.

LLN is not a barrier of entry. The nature of the assessment will vary according to the cluster of competencies involved. When taking LLN tests, students must reach a predetermined level which is a requirement of the ASCF (Australian Core Skills Framework) and varies for each qualification. *(For example, a student studying property services course, it may not need as high an LLN level as someone studying diploma of leadership and management)* These must be undertaken prior to enrolling in any qualification at SKUP.

These pre-admission assessments will identify that student may need additional support during his study with Skilled Up. It also serve to ensure the most efficient training of students because they facilitate the adoption of personalised training plans for each student. In addition, pre-admission assessment identifies gaps in a student’s skill or knowledge that can be remedied prior to undertaking

a full training program. Conversely, pre-admission assessments can demonstrate that students have sufficient capability and that additional training is not required.

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 Institute 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. All formative assessment student must complete as part of the self-paced learning. Skilled up will provide a formative assessment section on student Moodle.

Students do not “pass or fail” formative assessments. Instead with the feedback they receive they learn to perform better in their summative assessments and their engagement of learning progress will be monitored by Skilled Up Institute trainer/assessor.

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.

Example of formative assessments:

Quiz, self-paced learning and activities completed during the virtual or face to face class sessions.

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 undertaking the final performance of critical assessment tasks (CATs). CATs take many forms ranging from performing tasks under observation by assessors through to completing written assignments. In practice, because SUI 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.

Note: you *must* keep the soft copy of your CATs submissions.

Assessment without Training (“Assessment only”)

Not all assessment includes the provision of training. The Australian Skills Quality Authority (ASQA) recognises that vocational capability (or competence) can be achieved in ways other than by formal training. The AQF also recognises that certain competencies obtained through prior formal training

are portable, that is, they are relevant to many vocational activities. For that reason, Skilled Up is empowered to award a statement of attainment or qualification by having assessed a student's competence through evidence of prior:

- informal learning (Recognition of prior learning- "RPL"); and/or
- formal qualification as being at least equivalent to the unit of competence for which the student is seeking a statement of attainment (Credit Transfer).

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 Critical Assessment Task (CAT) coversheet with their submission and clearly mark their name, student number and the name of their course, Unit name and coder and program enrolled in on each assessment submitted.
- Be on either the sheets provided or on A4 white, printer quality paper. Work submitted by mail must not be stapled or bound 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.
- You **MUST** sign the assessment cover sheet, your electronic signature (name) is acceptable if you sending via your personal or work email including your signature in the email.

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

Note receipt of assignments is deemed to be the day of receipt (if submitted by post or email) or the Australia Postdate stamp on mailed items.

Students are advised to 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.

Note: You MUST keep your original work (Assessment) copy for any future reference, in the case if skilled up required to re-produce your submitted work or lost in postal or not able to recover from assessor or not able to recover from assessment centre due to technical error.

Late Assignments

Skilled Up recognizes that unanticipated and unavoidable personal circumstances may impede the timely submission of evidence of completion of critical assessment tasks (CATs). In such cases, the Assessment Centre (assessmentcentre@skilledup.edu.au) may offer a time extension to the student. To be eligible to receive an extension of time, students must contact the Assessment Centre in writing before the due date of CATs.

Note: please remember to send your request of extension prior to your submission date, to assessmentcentre@skilledup.edu.au.

EXTENSION

Requests for extensions to assessment due dates will be considered and must be made prior to the due date by completing the application for an extension located at aimvt.com.au and emailing it to assessmentcentre@skilledup.edu.au

Extensions may be granted for up to a two – four week period for unit/cluster assessments and up to a maximum of an eight-week period for holistic practicum and work placement log. If the extended timeline is not met participants will need to re-enrol for assessment and an additional fee may be applicable and invoiced.

Participants have six months from the last day of the course to contact the assessment centre to arrange re-enrolment for assessment. Once your invoice is raised you may submit your assessment. If six months has elapsed from the last day of the course and an assessment has not been lodged, you may apply for Recognition of Prior Learning (RPL). Additional fees apply for RPL.

Note: you are allowed ONLY two extensions for one cluster during your study period.

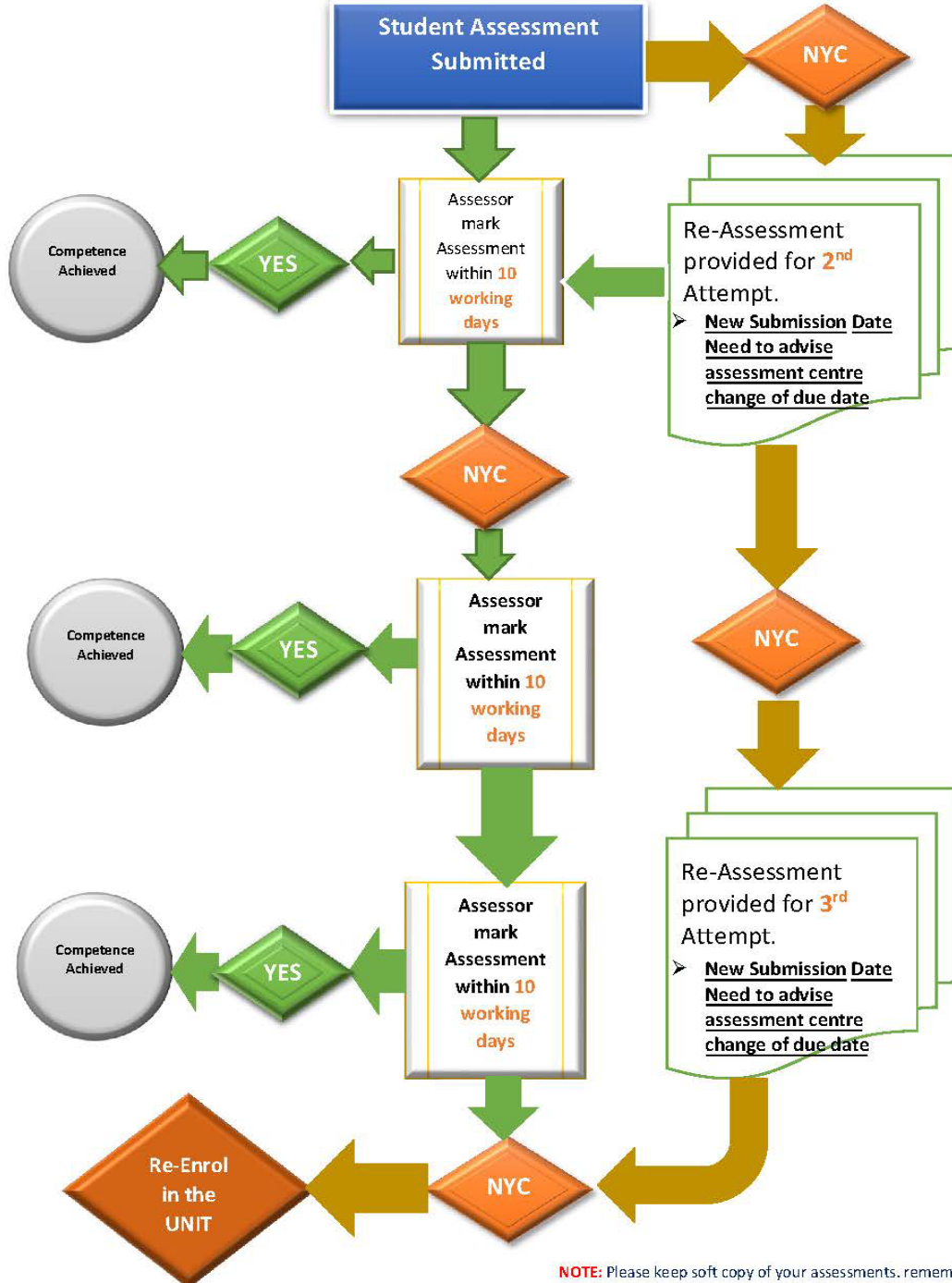


RESUBMISSIONS FLOW CHAT.

NOTE: FOR MORE DETAIL PLEASE VISIT WWW.SKILLEDUP.EDU.AU/POLICY



Assessment Submission Process Flow Chat



NOTE: Please keep soft copy of your assessments. remember to send your submission to assessmentcentre@skilledup.edu.au and cc your trainer/assessor

CREDIT TRANSFER AND RPL

Australian Qualifications and Statements of Attainment that have been issued by any other Registered Training Organisation (RTO) will be recognised by Skilled Up. This can include a Statement of Attainment for specific modules or units of competency, or it may be a complete qualification such as a Certificate or Diploma.

To apply for a credit Transfer, you must be able to present your original Qualification or Statement of Attainment with National codes and titles that match the current course in which you are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge obtained through formal training or work and life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

If you are thinking about applying for RPL, you must provide evidence to the satisfaction of Skilled Up. This evidence must clearly indicate that you can demonstrate all the skills and knowledge required. You will be provided with a copy of an 'RPL Application Form'. Our trainers will assist you in the process of understanding RPL, gathering evidence and demonstrating competence.

You will be asked to record on the application form the details of your experience that is relevant to your training program. You will then be asked to attend an interview with an appropriately skilled program (RPL) assessor who will talk to you about your current competencies. The assessor will then determine the most appropriate method of verifying the competencies claimed in relation to the assessment criteria.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the Director Academic/Operations by following the Complaints and Appeals procedures.

Presenting RPL Evidence

It is a requirement that the RPL evidence is submitted in a portfolio format, all at the same time. The evidence portfolio should be complete, sequenced and organised clearly. The assessor will not accept an incomplete evidence portfolio. If the candidate is unable to meet the required deadline, an extension may be granted.

A summary should be included at the front of the portfolio. An RPL cover sheet must be attached with the RPL evidence submission. The candidate is encouraged to keep a copy of their portfolio so that they can refer to it for clarification. No RPL evidence will be given back to the candidate, so no originals must be submitted, only copies. Any copies submitted must have original signatures from supervisors to verify evidence

It is important that the candidate brings the following along to the meeting with the assessor:

- RPL Self-Assessment Form;
- RPL enrolment form and negotiated training plan;
- Any evidence that they have already collected.

RPL Documents to be Submitted by the Candidate

The following RPL documents need to be submitted by the candidate (and are included in this RPL tool):

1. RPL Self-Assessment Form (to be completed with the assessor)
2. RPL Cover Sheet/Claiming Form
3. Portfolio of RPL Evidence Form
4. RPL Third Party/Peer Verification Forms
 - a) RPL Third Party Evidence Form
 - b) RPL Peer Testimonial
5. RPL Assessor Unit Summary Record
6. Assessor Feedback
7. RPL Candidate Feedback Form.
8. Assessor Self - Evaluation

Once the candidate has been approved as suitable for RPL, the assessor will have a brief discussion to assist them with completing the self-assessment form. The focus of this discussion must be on:

- Establishing rapport with the candidate.
- Informing the candidate about the assessment process, including assessment tools used and possible gap training required.
- Gathering information on the nature of the candidate's prior learning experience.
- Encouraging the candidate to reflect on their prior learning experience, including identifying their role and what was learned.
- Identifying the level of complexity of the skills and knowledge that the candidate has acquired through prior learning experience.
- Identifying possible sources of RPL evidence.
- Assisting the candidate in focusing on key prior learning areas for further investigation.
- Answering any questions from the candidate about the RPL process.

- Completing the negotiated training plan.

At this stage, the candidate will have the opportunity to identify and discuss their previous learning experience. The assessor will need to determine which units of competency, if any, are fully covered at this stage. The assessor must use the Skilled Up's assessment recording forms to record this stage of the assessment.

There may be instances where the candidate has little, or no, documentary information of industry experience. *This is not a barrier to gaining recognition.* It will however require the assessor to rely on the questioning, practical assessment and referee validation phases of the RPL process.

The RPL process encourages the use of a competency interview to maximise the candidate's opportunities to demonstrate competence. This is *NOT* an oral exam. It is about asking the holistic questions provided to start a conversation with the candidate, which draws out actual individual experience and relevant skills. In other words, it is about the assessor probing the candidate through a conversation to draw out further information on the candidate's experience, which may not be forthcoming due to nerves or confusion over technical terminology.

The assessor decides if the response to the questions and assigned assessment tasks fulfils the requirements of the unit/qualification. The assessment is a conversation/evidence evaluation, not an exam. Assessing a candidate through observation and questioning, particularly on the job, will speed up and streamline the RPL process.

RPL Outcome and Feedback Process

It is important that the assessor has a good understanding of the competencies and qualification appropriate to the candidate's goals. Assessing a single unit of competency is rarely cost or time effective. Where possible, effort should be made to assess several units at the same time, taking advantage of any commonality in content. This means looking at the whole picture of a particular job role, as it happens in the industry and assessing it holistically. This saves valuable time in the assessment process.

The assessor must consider sufficiency of evidence for each individual item of evidence, but also in aggregate over all the items of evidence.

Once all the evidence has been gathered and reviewed, the assessor will prepare the candidate's feedback. If the assessor is satisfied with the evidence presented, a "Competent" result will be recorded. If the candidate is considered "Not Competent Yet", the assessor will discuss the options. The candidate may re-apply and re-submit further evidence to gain RPL status.

The assessor must provide the candidate with constructive feedback, which may include:

- The assessment outcome;
- The candidate's strengths;
- The candidate's areas for improvement;
- Strategies for further development;
- Potential education, training and/or employment pathways.

Feedback must also be collected from the candidate on different aspects of the assessment process.

This may include:

- Preparing for the assessment process;
- Information provided to candidate;
- Questioning techniques;
- Assessment tools;
- Advice on pathways;
- Recording and reporting assessment outcomes.

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

GAP 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 "GAP Assessment" in which the student performs the same tasks as the training program students but without the benefit of training. Skilled Up only provides GAP Assessment to individuals who are enrolled for assessment by RPL and not able to demonstrate knowledge and skill through their informal learning evidence.

RESULTS/FEEDBACK

Results for overall program performance will be determined on the basis of the stated criteria outlined in the critical assessment task (CAT) procedure for each unit or cluster of units. Skilled Up learners undertaking a Vocational Education and Training (VET) course will receive a result of:

Critical Assessment Task (CAT) outcome: S = Satisfactory | NYS = Not Yet Satisfactory

Complete Cluster or Unit

C = Competent

NYC = Not Yet Competent

Your trainer will provide you with constructive feedback on your CATs **within 10 working days after your submission.**

If deemed ‘Not yet competent participants are invited to provide additional evidence of competency and have the opportunity for two re-assessments for one particular unit of competency. Please visit: skilledup.edu.au/policy for more detail.

CREDIT TRANSFER: RECOGNITION OF FORMAL QUALIFICATIONS

Students may have partially satisfied the competence requirements of a Skilled Up 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 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’s Credit Transfer Application,
- Provide a certified copy of the qualification or statement of attainment, or
- Provide original documents.

Skilled Up Institute 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 Institute is satisfied with the evidence supplied, you will be granted credit transfer for the unit/s of competencies that you have already successfully completed.

WITHDRAWAL, SUSPENSION AND DEFERRAL OF TRAINING

“Deferral” occurs when the student completes the enrolment, pays fees and is admitted to the program but does not commence training.

“Suspension” is where the student commences training and then suspends participation in the program with the intention of returning to the program at a later date.

SKUP students must notify Skilled Up Admissions if they wish to withdraw at least 10 working days prior to the commencement date of their course. Students must send their completed withdrawal form to: admissions@skilledup.edu.au. This form can be download from skilledup.edu.au/forms.

Should you need to defer/suspend, the course, fees paid are non-transferable and non-refundable.

You will be ensured a preferential place in the next program that you are able to attend upon receipt of notice by Skilled Up two weeks prior to the commencement of the course if:

- all fees and charges have been paid ***if applicable***
- a notice of intention to Defer or Suspend has been submitted in writing directly to Training Administration by Registered Mail, secure email or personal delivery as practicable. Email: admissions@skilledup.edu.au or support@skilledup.edu.au post: Level 2 601 Bourke Street Melbourne VIC 3000
- you must re-commence your course within six months of suspension/deferral date
- When a suspension occurs, you must be aware that when recommencing the course, recommencement will occur from the last workshop attended. In the event where there are training package changes, you may have to start from workshop one. (Only applicable to on-campus students.)
- Skilled Up Institute would send first notification of missed classes if student missed ***4 consecutive classes***
- Skilled Up Institute will of notification to cancel the enrolment within 5 working days if student missed 5 consecutive classes, not responded first notification after 4th week of consecutive missed classes and no assessment submitted during study period.
- Skilled Up Institute will send notification to cancel the enrolment within 5 working days if the student attended classes less other 50 per cent of the total classes and no assessment submitted within due dates for the clusters or units.

Note: for more detail on cancellation, suspension and withdrawal, please refer to the Skilled Up policy on skilledup.edu.au/policy.

FINANCIAL POLICIES

Prepaid fees

Skilled Up Pty Ltd T/A Skilled Up Institute **does not** collect more **than \$1500** in prepaid fees (**fees in advance**) from students. For detail fee please visit skilledup.edu.au website; <https://skilledup.edu.au/wp-content/uploads/2021/03/Tuition%20Fee%20Statement%20V1.0.21.pdf>.

Course cancellations | Refunds

Our refund process reflects Skilled Up Institution's commitment to hold places as booked by students and the amount of administrative resources consumed at the various stages of a course.

Course cancellations and transfers must be notified in writing and include the following information:

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

Cancellation notifications received five (5) days prior to commencement date will not incur a cancellation fee. Cancellation notifications received after the required notice period but before commencement date may incur a cancellation penalty of 50% of the course fee (fee for services). Notifications received after the commencement date may incur a cancellation penalty of 100% of the course fee (fee for services student).

Skilled Up reserves the right to apply an administrative processing fee of \$25 for any refund (only for fee for services students). A copy of Skilled Up Institute's Refund Policy can be requested by emailing support@skilledup.edu.au or download from www.skilledup.edu.au/policy

Refunds due to non-provision of fee for services.

Course fees are to be refunded in full if Skilled Up Pty Ltd T/A Skilled Up Institute is unable to commence the course service as agreed due to a lack of minimum student numbers or unforeseen circumstances.

Where Skilled Up Pty Ltd T/A Skilled Up Institute is unable to complete the course services due to unforeseen circumstances or closure, any course services fees are refunded on a pro-rata basis, with comparison of the course fees paid against the units of competency where services have been delivered.

Where there is an instance of Skilled Up Pty Ltd T/A Skilled Up Institute default due to unforeseen circumstances, Skilled Up Institute will endeavour to arrange for another course, or part course, to be

provided at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, Skilled Up Institute will not refund fees paid. *Course application fee will not refund once the course commenced.*

For more information regarding our Refund Policy, please visit our website:

www.skilledup.edu.au/policy

Student rights (fee for services)

As a consumer, you are entitled to a ten (10) business day cooling-off period after signing into an agreement with Skilled Up Institute.

If you want to cancel any agreements you have entered into within the ten business day period, please download and fill out the Australian Consumer Law Cancellation Notice form: www.skilledup.edu.au and email it to admissions@skilledup.edu.au

Training through and employer organisation

Students are not charged directly for any fees relating to the delivery and assessment of training provided by Skilled Up if they enrol into the course through an employer organisation. In this case, all fees will be invoiced directly to the client organisation as per the Client Services Agreement.

CERTIFICATES

Competency for each component of your course (units) will be assessed by qualified staff using strict assessment criteria. When you can demonstrate competency for the required number of units of competency specified for your course, the full qualification will be awarded. Where you can demonstrate competency for units of competency less than required number to achieve a full qualification, a Statement of Attainment may be issued for the units in which competency was achieved.

Skilled up will issue full Certificates and Statements of Attainment that show the following within 30 days of completion:

- Name of the provider as shown on the certificate of registration
- Name of the person receiving the qualification
- Name of the course/ training package qualification as shown on the scope of registration
- Date issued
- Authorising signatory of the Skilled Up Pty Ltd T/A Skilled Up Institute
- Nationally recognised training logo where courses are nationally recognised
- Units of competence achieved on any certification issued in relation to courses based on National competency standards

In the event your Certificate/Statement of Attainment is lost, you may be charged a fee of \$50 (including GST) for a replacement Certificate/Statement of Attainment, unless the responsibility for the loss resides with your employer or Skilled Up Institute. Email for certificates to certificate@skilledup.edu.au.

PRIVACY ACT

In accordance with our Privacy Policy, we are committed to protecting the privacy and personal information of all students. Information about you will not be disclosed to a third party without your consent, except as required under the Australian Quality Training Framework Administration and by the Victorian government as the registering authority.

You can access your personal records held by Skilled Up Institute at any time. You may contact our Administration Officer, complete the Skilled Up Institute access to personal information request form, and discuss a suitable time to view your file. Access will only be granted to you once a you can confirm your identification.

A copy of the Skilled Up Institute Privacy Policy and Procedure is available upon request. A range of legislation is applicable to staff and students. Information on relevant legislation can be found as follows:

- **OH&S** www.workcover.vic.gov.au
- **Equal Opportunity** www.standuptoracism.com.au
- **VET Act** www.otte.vic.gov.au
- **VQA Act** www.vga.vic.gov.au
- **Privacy** www.privacy.vic.gov.au
- **ASQA** www.asqa.gov.au

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Please use the websites indicated or contact the RTO/Operations manager if you require further information.

CONFIDENTIALITY & PRIVACY

Skilled Up Institute will keep any information, including direct debit account details confidential. Skilled Up Institute will make reasonable efforts to keep any such information secure and to ensure that any employees or agents who have access to student information do not use, modify, reproduce or disclose that information.

Information provided by students is considered confidential and will not be divulged to any third party, nor will it be sold. Skilled Up Institute will only disclose student information;

- If specifically required by law; or
- For the purposes of this agreement (including disclosing information in connection with any query or claim)

SKILLED UP INSTITUTE COURSE INFORMATION

Skilled Up is currently offering the following qualifications for domestic students.

Note: you may be eligible for government funded courses. Skilled Up Pty Ltd offering funding course under Victorian Government Skill First initiative. Please call Skilled Up Institute on +61 3 86608 9901 or email to info@skilledup.edu.au or enrolments@skilledup.edu.au. To check your eligibility of the government funded courses.

Certificate III in Early Childhood and Education Care:

Who is this course design for?

Individuals interested in working with young children (birth to 5 years old) in early childhood settings, such as long day care, preschools, family day care, and occasional care centres. This course is suitable for people who are new to the field or looking to upskill and further their career in early childhood education.

Course Structure

Total Number of Units	17	Total Core	15	Total Electives	2
Total Work Placement Hours	160	Total Self – Paced Hours	278	Total PUSH Hours	540
Total Timetabled Weeks	52				

Student assessment

A variety of assessment methods will be used to evaluate a student's progress and competency in the Certificate III in Early Childhood Education and Care course. These methods ensure that students demonstrate the required knowledge, skills, and abilities to successfully complete the course and enter the early childhood education workforce. Assessment methods may include but are not limited:

- Written assessments:
 - Reflective journals.
 - Case studies.
 - Written Questions.
 - Research projects.
- Practical assessments:
 - Demonstrations of Skills during the work placement hours.
 - Demonstrations of skills (e.g., diaper changing, food preparation, first aid).
 - Direct observation of the student during work placement (for e.g., interactions with children, families, and colleagues).
 - Collection of work samples, such as lesson plans, observation records, and communication material
- Simulation (role play):
 - Direct observation during simulation (face to face at Skilled Up Institute Campus).
 - In-class activities and group projects

Assessments will be conducted throughout the course to monitor student' progress and provide ongoing feedback. A combination of these assessment methods ensures a comprehensive evaluation of the student's understanding, application of knowledge, and demonstration of required skills in early childhood education and care settings. Successful completion of assessments will lead to the awarding of the Certificate III in Early Childhood Education and Care.

Upon successful completion of the course, graduates will have the skills and knowledge required to work as an educator in a variety of early childhood settings, providing care and education for young children in accordance with the EYLF and NQS. They will also be prepared to continue their education and professional development with higher-level qualifications, such as a Diploma or bachelor's degree in early childhood education.

Diploma of Early Childhood and Education Care:

Who is this course design for?

Individuals who have completed a Diploma of Early Childhood Education and Care or have relevant experience in the field, and are looking to advance their career in early childhood settings such as long day care, preschools, family day care, and occasional care centres. The course is also suitable for individuals interested in leadership and management roles in early childhood education and care settings.

Note: prior to commence the diploma of Early Childhood and Education Care, you **MUST** hold certificate III in Early Childhood and Education Care.

Course Structure					
Total Number of Units	15	Total Core Units	12	Total Electives Units	3
Total Work Placement Hours	280	Total Self – Paced Hours	685	Total PUSH Hours	432
Total Timetabled Weeks	52				

A variety of assessment methods will be used to evaluate a student's progress and competency in the Diploma of Early Childhood Education and Care course. These methods ensure that students demonstrate the required knowledge, skills, and abilities to successfully complete the course and enter the early childhood education workforce. Assessment methods may include but are not limited:

- Written assessments:
 - Reflective journals.
 - Case studies.
 - Written Questions.
 - Research projects.
- Practical assessments:
 - Demonstrations of Skills during the work placement hours.
 - Demonstrations of skills (e.g., diaper changing, food preparation, first aid).
 - Direct observation of the student during work placement (for e.g., interactions with children, families, and colleagues).
 - Collection of work samples, such as lesson plans, observation records, and communication material
- Simulation (role play):
 - Direct observation during simulation (face to face at Skilled Up Institute Campus).
 - In-class activities and group projects

Assessments will be conducted throughout the course to monitor student' progress and provide ongoing feedback. A combination of these assessment methods ensures a comprehensive evaluation of the student's understanding, application of knowledge, and demonstration of required skills in early childhood education and care settings. Successful completion of assessments will lead to the awarding of the Diploma of Early Childhood Education and Care.

Upon successful completion of the course, graduates will have the skills and knowledge required to work as an educator in a variety of early childhood settings, providing care and education for young children in accordance with the EYLF and NQS. They will also be prepared to continue their education and professional development with higher-level qualifications, such as a Advanced or bachelor's degree in early childhood education.

Certificate IV in School Based Education Support:

Who is this course design for?

This course is designed for individuals who are interested in supporting the education of children and young people in school settings. It is suitable for those who are currently working or aiming to work as education support workers, teacher aides, learning support assistants, or special needs assistants in primary, secondary, and special education schools.

Course Structure					
Total Number of Units	17	Total Core	13	Total Electives	4
Total Work Placement Hours	100	Total Self – Paced Hours	233	Total PUSH Hours	472
Total Timetabled Weeks	40				

The Certificate IV in School Based Education Support prepares learners to work effectively in diverse school settings, supporting the learning and development of students and assisting teachers in the implementation of educational programs and classroom activities.

Student assessment

A variety of assessment methods can be used to evaluate a learner's progress and competency in the Certificate IV in School Based Education Support course. These methods ensure that learners demonstrate the required knowledge, skills, and abilities to successfully complete the course and work effectively in a school-based education support role. Assessment methods may include but are not limited:

- Written assessments:
 - Reflective journals.
 - Case studies.
 - Written Questions.
 - Research projects.
- Practical assessments:
 - Demonstrations of Skills during the work placement hours.
 - Direct observation of the student during work placement providing teacher aid.
 - Collection of work samples, such as lesson plans, observation records, and communication material
- Simulation (role play):
 - Direct observation during simulation (face to face at Skilled Up Institute Campus).
 - In-class activities and group projects

Assessments will be conducted throughout the course to monitor student' progress and provide ongoing feedback. A combination of these assessment methods ensures a comprehensive evaluation of the student's understanding, application of knowledge, and demonstration of required skills in school-based

education support settings. Successful completion of assessments will lead to the awarding of the Certificate IV in School Based Education Support.

Note: please visit www.skilledup.edu.au/course for more details or download course flyer from skilled up site or email to info@skilledup.edu.au for more information.

Certificate IV in Real Estate Practice:

Who is this course design for?

Certificate IV in Real Estate Practice course is designed for individuals interested in starting a career in the real estate industry. It is also designed for those already working in the industry and wanting to enhance their skills and knowledge. The course is suitable for real estate agents, property managers, property consultants, and other real estate professionals. It is suitable for those who want to understand the real estate industry better and improve their practical skills. It is also appropriate for individuals who seek to work in the real estate industry.

Course Structure					
Total Number of Units	16	Total Core	5	Total Electives	13
Total Timetabled Weeks	36	Total Self – Paced Hours	241	Total PUSH Hours	144

Student assessment

A variety of assessment methods can be used to evaluate a learner's progress and competency in the Certificate IV in Real Estate practices are:

- Written assessments
- Role play
- Case study
- Projects
- Reflective essay
- Presentations

Certificate IV in Building and Construction [Building]:

Who is this course design for?

The course is suitable for builders, construction managers, project managers, site supervisors, and other construction professionals. It is suitable for those who want to enhance their skills and knowledge in the industry. It is also suitable for individuals seeking a builder's license or registration. The course covers a range of topics, including building codes and standards, contract administration, construction planning and scheduling, site management, and workplace health and safety. By completing this course, participants will develop a comprehensive understanding of the building and construction industry. They will also develop the skills required to succeed in this field.

Course Structure

Total Number of Units	19	Total Core	12	Total Electives	7
Total Timetabled Weeks	52	Total Self – Paced Hours	336	Total PUSH Hours	344

The Certificate IV in building and construction activities.

Student assessment

A variety of assessment methods can be used to evaluate a learner's progress and competency in the certificate IV in building and construction.

- Written assessment
- Role play
- Case study
- Project
- Observations
- Presentations

Diploma of Building and Construction:

Who is this course design for?

The Diploma of Building and Construction course is designed for individuals who are already working in the industry and seeking to enhance their skills and knowledge. It is also designed for those who want to progress to more senior roles in the industry. The course is suitable for builders, construction managers, project managers, site supervisors, and other construction professionals. It is suitable for those who want to develop their leadership and management skills. In addition, it will help them gain a deeper understanding of the technical aspects of building and construction. The course covers a range of topics, including building codes and standards, contract administration, construction planning and scheduling, site management, project management, and workplace health and safety. By completing this course, participants will develop the skills required to manage construction projects from start to finish. This will ensure that projects are completed safely, on time, and within budget.

Course Structure

Total Number of Units	27	Total Core	24	Total Electives	3
Total Timetabled Weeks	88	Total Self – Paced Hours	1126	Total PUSH Hours	702

Student assessment

A variety of assessment methods can be used to evaluate a learner's progress and competency in the diploma of building and constructions are:

- Written assessments
- Observations
- Role play

- Case study
- Projects
- Portfolio

Work placement:

Students need to complete the minimum work placement hours mentioned above, as per training package requirements. For more details, please contact assessment centre or email to assessmentcentre@skilledup.edu.au. Student **MUST** submit workplace agreement prior to commence their work placement hours. At the end of their work placement, student must submit the work placement logbook.

Note: *Early Childhood and Education Care (ECEC) and School Based Education Support (SBES) student must have police check and working with children check clearance prior to commencement of the work placement.*

STUDY TIPS

What is the assessor looking for?

The assessor is looking for evidence that you understand the competency and are able to apply it to a work-based situation. Use your professional judgement when presenting your written work. If the quality of your work would not be acceptable to your manager, then it will probably not meet the standards of a Skilled Up Institute assessor.

If you are attaching evidence from your workplace, clearly label all attachments and cross reference them to the assessment question or task number. Importantly, please ensure that you have permission from your organisation to submit this information.

It is useful to add a heading and brief description to each piece of evidence to explain what it demonstrates.

If you haven't studied for a few years or are new to study here are some tips for successfully completing your Skilled Up Institute qualification.

How much time should I spend on my assessments?

Depending on the level of the qualification you are studying, the assessor will use different criteria to assess your work. Generally, the higher the qualification, the more time required to successfully achieve the qualification.

Set yourself approximately 6 – 8 hours for each Certificate IV unit assessment, and 8 – 12 hours for a Diploma or Advanced Diploma unit assessment and less hours for below certificate IV qualifications. Please do remember these are proposed study hours and totally dependent on the individual needs and learning styles. The hours may vary according to individuals.



CONTACT US

Academic Support/LLN Support: support@skilledup.edu.au

Assessment Submission: assessmentcentre@skilledup.edu.au

Admissions enquiry: admissions@skilledup.edu.au

Course Information: info@skilledup.edu.au

Academic enquiry: support@skilledup.edu.au

Enrolment check: enrolments@skilledup.edu.au

Certificates: certificate@skilledup.edu.au

Moodle Help: moodle_support@skilledup.edu.au

Postal Address:

Level 2 601 Bourke Street Melbourne VIC 3000

Telephone:

+61 3 8608 9901