

Online Service Standards

2025



Skilled Up Institute

unfold your career

RTO Number: 40471 | CRICOS Code: 03666M

**Student
Support
&
Engagement**

**Learning
Material
&
Trainer/Assessor**

**Student Entry
Requirements
Mode and Method of
Assessment**

Skilled Up Pty Ltd. RTO # 40471 Trading as Skilled Up Institute offer a range of training programs that can be delivered as blended, face to face and virtual classroom. Skilled Up using Teams meeting software for virtual classroom training and Skilled Up Institute learning management system (AXcelerate) for resources and assessments. Skilled Up Institute are committed to providing quality learning experience for students studying online (Virtual classes via zoom) and these online service standards explain Skilled Up Institute commitment to you providing the support and technical help in key areas of learning and assessments during your study with Skilled Up Institute.

Student Support

Skilled Up Institute will provide the following support to students studying any aspect of their program online (virtual class) or writing or accessing the learning resources on Skilled Up AXcelerate (learning management system):

- Skilled Up trainer and assess (Skills First Teacher), available for queries about learning and assessment by email to assessmentcentre@skilledup.edu.au, by phone Monday to Friday for the duration of the program. Please see below availability for the trainer as per program:
 - Early Childhood – Monday – Friday 9:00 AM to 5:00 PM (excluding public holidays).
 - Property Services – via email to assessment Center. Or via booking through Skilled Up Education Support – Monday, Tuesday & Thursday 9:00 AM to 5:00 PM (excluding public holidays)
 - Building and Construction – Monday & Friday 3:00 PM to 6:00 PM (excluding public holidays)
 - Commercial Cookery – Monday – Friday 9:00 AM to 5:00 PM (excluding public holidays)
- Skilled Up will reply to queries within 24 hours and return marked assessment to students within 14 working days.
- There will be a maximum of 25 students to each trainer/assessor for each program
- Tutorial support – Monday – Friday via booking one – o – one or group tutorial on access the AXcelerate, resources and digital help during the study period. Please email to assessmentcentre@skilledup.edu.au or call Skilled Up Institute so we can book you a tutorial.
- Assessment workshop – face to face sessions, student need to check the notification on AXcelerate to drop in for assessment workshop sessions or email to assessmentcentre@skilledup.edu.au or support@skilledup.edu.au
- You can also email to support@skilledup.edu.au 24/7 for any additional enquiry or support or call Skilled Up for Student Liaison Officer (SLO) for any additional support in academics or digital literacy.
- Any support-related enquire(s) will be responded within 24 hours.

Administrative support – AXcelerate and other

- Available by phone to Skilled Up Institute head office (Level 2 601 Bourke Street, Melbourne VIC 3000) between 9:00 AM till 4:30 PM Monday – Friday (excluding public holidays) and via email to support@skilledup.edu.edu or assessmentcentre@skilledup.edu.au via email from Monday – Sunday.
- Will reply to queries within 48 hours.

IT Support helpdesk for Teams/ AXCELERATE technical queries

- Available via phone, email between 9:00 AM till 4:30 PM Monday to Friday and Via email to support@skilledup.edu.au or admissions@skilledup.edu.au Monday – Sunday (excluding public holidays).
- AXcelerate log in or reset the password, please email to assessmentcentre@skilledup.edu.au or support@skilledup.edu.au.
- Will reply to queries within 24 hours during the working days and 48 hours if emailed Skilled Up on weekend.

Support Services

- Counselling service available by appointment between 9am – 5:00 PM Monday to Friday.
- Language Literacy and Numeracy and Academic Support are available by appointment. Please email to support@skilledup.edu.au or assessmentcentre@skilledup.edu.au to book an appointment (excluding public holidays).
- Skilled Up Institute AXCELERATE available 24/7 for your resources and assessment support via email to assessmentcentre@skilledup.edu.au or support@skilledup.edu.au
- AXCELERATE support services available Monday – Friday 10:30 AM till 4:30 PM or via Monday – Sunday via email to support@skilledup.edu.au.
- All enquires will be responded to within 24 hours working days and 48 hours if email received on weekend.

Student Entry Requirements and Orientation

- Skilled Up conduct a comprehensive Pre-Training Review (PTR) for all prospective students to determine whether course is suitable and appropriate for their individual needs. This includes an assessment of your Language, Literacy and Numeracy as well as Digital Literacy by:
 - ◆ Asking you to do a self-assessment
 - ◆ Discussing the self-assessment and making recommendations about whether the program is suitable for you and identifying additional support where required

- Skilled Up Institute uses a Teamsmeeting software for virtual classes **online program (Virtual class) delivery**. The following are the minimum information technology requirements to enable optimal access to the Teamsmeeting software:
 - ◆ A device with a minimum of 8 GB memory and 1.5Ghz processor
 - ◆ Microsoft Windows 8 and above or Mac OS version 10 and above
 - ◆ A PDF reader – Adobe Acrobat recommended
 - ◆ Android Phone and Tablets
 - ◆ iPhone, and iPad tablet
- Web-based content is available on hand – held devices including mobile phones and tables.
- Before commencement Skilled Up Institute will conduct the orientation and will explain the support available, learning material, access to learning material, assessment centre and assessment method.
- LLND assessment meeting the minimum level require for each qualification.
- Digital literacy minimum level require to use the computer, word press and online platform for uploading documents and completing the assessment online.

Learning Materials

- Skilled Up ensure that learning materials used in online training are interactive and are presented in a variety of formats, including:
 - ◆ Guided content – how to access the learning resources
 - ◆ Power Point Slides – how to access the support and submission of the assessments
 - ◆ Video – How to login in and participate via zoom
 - ◆ Virtual Classroom – Via Zoom
 - ◆ AXcelerate – Access of the resources
 - ◆ Unit/cluster PowerPoint slides
 - ◆ Writable PDF – assessments
 - ◆ AXcelerate – learning management system access.
 - ◆ Assessment centre – Will send you the writeable PDF for assessment and learning resources.
- The principles of the Web Content Accessibility Guidelines are applied to Skilled Up learning material by ensuring that they are: perceivable, operable, understandable and robust.

Student Engagement

- Skilled Up Institute provides an online (Teams virtual classroom) learning experience that is engaging and interactive. Skilled Up will monitor your participation and ensure that you continue to progress through your program.
- Collaborative learning opportunities will be provided so that you can interact with peers, through
 - ◆ AXCELERATE – discussion and activities via Discussion board
 - ◆ Virtual Classroom Via Zoom
- Ongoing feedback will be provided through:
 - ◆ Interaction with trainer/assessor in informal discussion during tutorial (via Teams Virtual classroom)
 - ◆ In response to individual queries and in relation to the tasks you complete via email from assessmentcentre@skilleudp.edu.au. Or from trainer/assessor.
- Skilled Up Institute will contact you if you not attended or logged on Teams within 2 consecutive weeks of the program commencement date
- You will be deemed to have withdrawn from the program if you:
 - ◆ Have not attended virtual class via Teams within 4 consecutive weeks of the program commencement date: and
 - ◆ After making five attempts at contact phone call, email and SMS, you did not reengage with Skilled Up.

Assessment Workshops

- Skilled Up Institute will conduct assessment workshops additional face to face session for student assessment workshops.
- A minimum of two hours workshop will be scheduled for each unit of competency to provide additional support for student.
- These hours are additional support session hours from Tutorial scheduled hours.

Mode and Method of Assessment

- A minimum of two forms of assessment will be used for each subject
- Forms of assessment will include:
 - ◆ Demonstration/Observation
 - ◆ Role Play / Observation
 - ◆ Written questions
 - ◆ Projects

- ◆ Case study
- ◆ Reports
- ◆ Portfolio evidence
- ◆ Demonstrate of practical skills (at workplace)
- Skilled Up Institute will use softcopy to complete your assessment. Soft copies of assessment will be sent to you via email from assessmentcentre@skilledup.edu.au
- All assessment needs to upload or complete on AXCELERATE. Skilled Up Institute learning management system for resources and assessments.
- The units which required work placement hours, Skilled Up Institute assessor will visit the centre and observe the practical components of the assessments.

Skills First Teacher (Trainer/Assessor)

- All Skilled Up trainer/assessors delivering the course via Teams(virtual classes) are experienced in online delivery and have undertaking professional development in online (via zoom) delivery, which includes:
 - ◆ Internal professional development in using Zoom
 - ◆ Professional development webinars on blended learning
 - ◆ Participation in internal staff professional development workshops using AXcelerate
 - ◆ Professional development webinars through relevant providers.
 - ◆ Internal Professional development on online assessing and student engagement practice teaching via Teams (virtual Classes).

Storage and Backup

- Safety of Skilled Up Institute data is integral. All of Skilled Up Institute data is backup on Skilled Up Institute server. Monthly backup on external hard drive and google drive. The AXCELERATE assessment submission backup on cloud. All student data including admin and assessment stored on Vetdocs as well.