



Skilled Up
Institute

unfold your career

RTO Number: 40471 | CRICOS Code: 03666M

Student Handbook – Domestic Students V2.0.2025

Table of Contents

Welcome to Skilled Up	3
A Message from the CEO	3
About Skilled Up	4
Our Vision, Mission, and Values	5
Our Commitment to Your Success	5
Part 2 Your Enrolment Journey	5
Part 3: Your Rights and Responsibilities	10
Our Commitment: Access, Equity, and an Inclusive Learning Environment.....	10
The Student Code of Conduct	10
Academic Integrity: Plagiarism and Cheating	10
Ensuring Authenticity in Assessment.....	11
Plagiarism.....	11
Collusion.....	11
Cheating	12
Artificial Intelligence (AI) Guidance	12
Managing Misconduct: Our Disciplinary Process	14
Part 4: Your Learning Experience	15
Work Placement: Your Bridge to Industry	16
Part 5: Assessment: Demonstrating Your Skills.....	17
Part 6: Student Wellbeing	25
Academic Support and Progress	27
Part 7: Managing Your Enrolment	30
Part 8: Complaints and Appeals	32
Part 9: Completing Your Studies	33
Part 10: Quick Reference Guide.....	34

Welcome to Skilled Up

A Message from the CEO

Welcome to Skilled up. We are delighted that you have chosen to embark on your vocational education and training journey with us. This handbook is your guide to a successful and rewarding experience, outlining the opportunities, support systems, and standards that define our learning community.

At Skilled up, we are deeply committed to your success. Our approach is guided by the principles of the Skills First Quality Charter and the RTO Standards 2025 and other regulatory policies, which places you, the student, at the centre of everything we do. We are dedicated to providing high-quality, industry-relevant training in a supportive and inclusive environment that not only equips you with the skills for a successful career but also fosters your personal and professional growth. We believe in providing informed choices, ensuring your training is suitable for your individual needs, and delivering it with the highest ethical standards.

This handbook details your rights and responsibilities, the extensive support services available to you including our new focus on student wellbeing and the policies that ensure a fair and transparent learning experience for everyone. Please take the time to read it carefully.

We are here to support you every step of the way and look forward to celebrating your achievements.

Kind Regards

Santosh Singh

Chief Executive Officer

Skilled Up!

About Skilled Up

Who is Skilled Up Institute?

Skilled Up T/A Skilled Up Institute is a Registered Training Organisation (RTO). Skilled Up Institute SKUP delivers 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 Government funded courses for domestic students and training to International Students.

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

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.

Our Vision, Mission, and Values

Our Vision To be a leader in developing the job-ready, resilient, and skilled professionals of tomorrow.

Our Mission To provide high-quality, industry-relevant training within a supportive and inclusive environment that empowers every student to achieve their career and personal goals.

Our Values

- **Integrity:** We act with honesty and transparency in all our interactions.
- **Excellence:** We are committed to the highest standards of training and student support.
- **Support:** We provide a caring and encouraging environment where every student can thrive.
- **Inclusivity:** We respect and celebrate diversity, ensuring equitable access and opportunity for all.
- **Continuous Improvement:** We use feedback from our students and industry partners to constantly enhance our services and courses.

Our Commitment to Your Success

When you study with us, you can expect:

- **Fair Treatment:** To be treated with respect and fairness in an inclusive environment that is free from discrimination or harassment.
- **Access to Support:** To have access to a comprehensive range of academic, personal, and wellbeing support services designed to help you succeed.
- **Quality Training:** To receive training and assessment that is relevant, up-to-date, and meets the standards of industry and the requirements of the national VET Quality Framework.
- **A Clear Pathway:** To have a clear understanding of your enrolment journey, your course requirements, and the steps to achieving your qualification.

This handbook is a key part of that, serving as your comprehensive guide to navigating your studies at Skilled up.

Part 2 Your Enrolment Journey

Your journey with Skilled up begins with an enrolment process designed to be ethical, transparent, and focused on setting you up for success. Each step is carefully structured to ensure the course you choose is the right fit for your personal and career goals.

Making an Informed Choice: Pre-Enrolment Information

Before you commit to a course, we are obligated to provide you with clear, accurate, and comprehensive information to help you make a fully informed decision. This information is available on our website and will be discussed with you by our student services team. It includes:

- Full course details, including the national code and title.
- Course duration, delivery modes, and assessment methods.
- A complete schedule of tuition fees and any other applicable charges.
- Any specific entry or work placement requirements.
- Details of the support services available to you.
- Information on your rights and obligations, and ours.
- Links to all our key policies and procedures, including refunds, and complaints and appeals.

To ensure an ethical enrolment process, we are strictly prohibited from offering any financial or non-financial incentives to encourage you to enrol. Furthermore, we will never make guarantees of successful course completion or specific employment outcomes.

Our trained staff will speak to you prior to your enrolment and gather information from you and will assess your suitability to the course and will be available to answer any questions.

The Pre-Enrolment Questionnaire and the Pre- Training Review: Ensuring the Course is Right for You

The Pre-Enrolment Questionnaire (PEQ) is our first and most important conversation with you. It is a mandatory and comprehensive assessment for all prospective Skills First students and or Full fee-paying students, designed to ensure that the course you have chosen is the most suitable and appropriate program to help you achieve your goals.

This is not a test, but a collaborative discussion that helps us understand your unique circumstances and aspirations.

The information you share during the PEQ, and the PTR is fundamental to your entire learning journey. It allows us to personalise your Training Plan and identify any support you might need right from the start. The PEQ discussion will cover:

- **Your Aspirations and Career Goals:** We discuss your reasons for undertaking the training and your desired job or further study outcomes.
- **Your Prior Skills and Experience:** We identify any existing skills and knowledge you have from previous study, work, or life experience to see if you are eligible for Recognition of Prior Learning (RPL) or Credit Transfer.
- **Your Educational History:** We review your previous education to ensure the proposed course is at the right level for you.

- **Your Learning Needs and Potential Barriers:** We discuss your preferred learning style and identify any potential challenges (e.g., work or family commitments) so we can put support strategies in place.

Based on this conversation, our authorised staff member will document a clear rationale explaining *why* the chosen course is the most suitable for you, ensuring your enrolment is purposeful and directed towards success.

Assessing Your Foundational Skills: Language, Literacy, Numeracy, and Digital (LLND) Support

As an integral part of the Pre-Training Review, you will be invited to complete an assessment of your Language, Literacy, Numeracy, and Digital (LLND) skills using an online diagnostic tool.

This is not a pass/fail test. It is a tool to help us identify your strengths and any areas where you might benefit from extra support, so we can provide it from day one. The assessment also includes a discussion about your digital literacy your access to technology and your confidence in using digital tools which is crucial for success in a modern learning environment. If the assessment indicates a need for support, we will discuss this with you and develop an agreed support plan, which will be documented and implemented as part of your learning.

Skills First Funding & Your Eligibility

The Skills First program is a Victorian Government initiative that helps eligible students access vocational education and training. If you are eligible, the government contributes to the cost of your training.

To be eligible for a government-subsidised place, you must provide evidence that you meet the core citizenship and residency criteria. This typically involves providing original or certified copies of documents such as an Australian Birth Certificate, a current Australian or New Zealand Passport, or a green Medicare card.

The Skills First program also has limits on the amount of subsidised training you can undertake. As part of the enrolment process, we are required to assess your entitlement and explain how your enrolment will impact your future access to funded training. The key limits are:

- **Two at a time:** You can be enrolled in a maximum of two government-subsidised programs at any one time.
- **Two in a year:** You can commence a maximum of two government-subsidised AQF qualifications in a calendar year.

Fees, Charges, and Financial Information

We are committed to transparent and fair financial management. All fee information is published on our website and will be provided to you in writing before you enrol.

Fee Protection: For your financial protection, Skilled up will not, under any circumstances, accept payment of more than \$1,500 from an individual student in prepaid fees for services yet to be delivered. Our payment plans are structured to ensure this threshold is never breached, providing a critical safeguard for your financial investment.

Statement of Fees (Skills First Students): Before you finalise your enrolment under the Skills First program, you will receive a formal Statement of Fees. This document provides a clear breakdown of all costs, including your tuition fee, any other charges, and the approximate value of the government contribution to your training. This makes the value of the government subsidy transparent.

Fee Concessions and Waivers: If you are a Skills First student enrolling in a Certificate IV level or lower qualification, you may be eligible for a fee concession if you hold a valid Commonwealth Health Care Card, Pensioner Concession Card, or Veteran's Gold Card. The concession fee is 20% of the standard government-subsidised tuition fee.

Full tuition fee waivers are available for eligible Skills First students under specific initiatives, including:

- **Skills First Aboriginal Access Fee Waiver:** For students who self-identify as being of Aboriginal or Torres Strait Islander descent.
- Specific programs for individuals from the Judy Lazarus Transition Centre or those on Youth Justice orders.

Table 1: Schedule of Fees and Charges

The following schedule details potential fees and charges. All fees are in Australian Dollars (AUD) and are inclusive of GST where applicable. For specific course tuition and material fees, please refer to the course guides on our website.

Item	Description	Fee (AUD)	Conditions / Notes
Tuition Fees	Varies by qualification. Covers all planned training, assessment, and student support services.	See individual course guides on website	For Skills First students, the tuition fee is detailed on the Statement of Fees.
Material/Resource Fees	Varies by qualification. Covers essential items that become the student's property (e.g., textbooks, toolkits).	See individual course guides on website	Non-refundable once materials have been issued.
Application Fee	A one-off administrative fee for processing a new enrolment application.	\$500.00	Non-refundable.
RPL Assessment Fee	Fee for the assessment of a student's existing skills and knowledge against a unit of competency.	\$250.00 per unit	Non-refundable once the assessment process has commenced.
Certificate / Testamur Re-issue	Fee for reprinting and issuing a lost or damaged qualification certificate.	\$50.00 (pickup) / \$60.00 (posted)	Includes registered post if required.
Statement of Attainment Re-issue	Fee for reprinting and issuing a lost or damaged Statement of Attainment.	\$50.00 (pickup) / \$60.00 (posted)	Includes registered post if required.
Student ID Card Replacement	Fee for replacing a lost or damaged student identification card.	\$25.00	
Re-assessment Fee	Fee for a third or subsequent attempt at an assessment task.	\$80.00 per unit	Applicable only after two unsuccessful attempts have

Item	Description	Fee (AUD)	Conditions / Notes
			been provided at no additional cost.
Late Assessment Submission Fee	Fee applied for submitting an assessment more than 14 days past the final due date without an approved extension.	\$100.00 per unit	

You can find more detailed information related to fees including but not limited to the application fees, total government contribution and any additional charges that may be applicable to you.

[Fees and Charges – Skilled Up 2025](#)

Your Training Plan

Once your eligibility and suitability have been confirmed via the Enrolment Form, the Skills first declaration, the PEQ and the PTR, you will also receive your individualised **Training Plan**. This is the official roadmap for your studies, detailing all the units you will complete, the planned delivery modes, assessment methods, and key dates. This plan is customised based on the information gathered during your Pre-Training Review. You will receive your Training Plan either before you start your course or no later than four weeks after your training has commenced.

Part 3: Your Rights and Responsibilities

A positive and productive learning community is built on a shared understanding of rights and responsibilities. This section outlines our commitment to you and the standards we expect from every member of the Skilled up community.

Our Commitment: Access, Equity, and an Inclusive Learning Environment

Skilled up is fundamentally committed to the principles of access and equity. We strive to create a learning environment that is fair, inclusive, and free from all forms of discrimination, harassment, bullying, and vilification. We respect the diversity of our students and are dedicated to providing equal opportunities for everyone to access and succeed in their training, regardless of their gender, age, cultural background, disability, sexuality, or any other personal characteristic.

We ensure that our services, resources, and facilities are accessible and that our policies promote a culturally safe environment, particularly for our First Nations students.

The Student Code of Conduct

By enrolling with Skilled up, you agree to abide by this Code of Conduct. It is a set of positive commitments designed to ensure a safe, respectful, and effective learning environment for all.

As a Skilled up student, you are expected to:

1. **Act with Integrity:** Be honest and ethical in all your academic work. Submit work that is entirely your own and properly acknowledge the work and ideas of others.
2. **Communicate Respectfully:** Interact with staff, other students, and community members with courtesy and respect, whether in person, online, or in writing. Bullying, harassment, and discrimination will not be tolerated.
3. **Ensure Safety and Wellbeing:** Act in a manner that does not compromise the health, safety, or wellbeing of yourself or others within the Skilled up community.
4. **Respect Property and Resources:** Use Skilled up's property, equipment, and resources responsibly and for their intended purpose.
5. **Be Responsible for Learning:** Take responsibility for your own learning by participating actively in your course, meeting deadlines, and seeking support when you need it.

Academic Integrity: Plagiarism and Cheating

Academic integrity is a cornerstone of our values. Plagiarism and cheating undermine the quality of our qualifications and are treated as serious misconduct.

- **Plagiarism** is presenting another person's work, ideas, or words as your own without proper acknowledgement. This includes copying from books, websites, or other students.
- **Cheating** includes using unauthorised materials during an assessment, copying another student's work, or engaging a third party to complete work for you (contract cheating).

To avoid plagiarism, you must provide a reference whenever you use someone else's ideas or words. All submitted work must be your own, and you will be required to sign a declaration to this effect on your assessment cover sheets. Allegations of academic misconduct will be managed through our formal disciplinary process.

Ensuring Authenticity in Assessment

SKUP is committed to ensuring that all assessments are authentic and reflect the student's own work. To verify authenticity, the following measures will be applied:

1. Student Declarations – All submissions must include a signed Assessment Task Cover Sheet verifying that the work is the student's own.
2. Video or Screen Recording – Students may be required to submit video presentations or screen recordings to demonstrate project outcomes.
3. Supervisor and Third-party verification - For workplace-related books, students will need to get the third-party signatures signing off on the work done at the placement and is done by the student.
4. Plagiarism - Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment. All works submitted must be an accurate reflection of the student's level of competence. It means using someone else's work (ideas, words, graphics) and claiming it as your work. It is a breach of SKUP's code of conduct and where a student who is found to be engaging in these acts may have their enrolment suspended or cancelled

Plagiarism

Plagiarism is defined as taking someone else's words, ideas or materials and presenting them as your own. Learners at SKUP must avoid plagiarism by providing clear acknowledgement of the sources of any information, ideas or other material used in response to the requirements of an assessment task, which is not their own.

Plagiarism occurs when you fail to acknowledge that the ideas or work of others are being used, which includes:

- paraphrasing and presenting work or ideas without a reference
- copying work either in whole or in part
- presenting designs, codes or images as your own work
- using phrases and passages verbatim without quotation marks or referencing the author or web page
- reproducing lecture notes without proper acknowledgement.

Collusion

Collusion is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment.

Collusion occurs when you work without the authorisation of the teaching staff to:

- work with one or more people to prepare and produce work
- allow others to copy your work or share your answer to an assessment task
- allow someone else to write or edit your work (without SKUP approval)
- write or edit work for another student
- offer to complete work or seek payment for completing academic work for other students.

Cheating

Cheating in a written task conducted in an assessment condition is to seek to obtain an unfair advantage in that assessment task. Learners at SKUP must not engage in any situation whereby the student knowingly attempts, or assists another student to gain an unfair advantage

Students are required to ensure that they are familiar with the conventions for authorship in the Australian educational framework and the appropriate use and acknowledgement of all forms of intellectual material. They must always submit only their own work for assessment (or the work of the group to which they have been assigned by the trainer/assessor, in the case of an assessment task which requires a group submission). They are required to take responsibility to ensure that their work cannot be accessed by other learners who might submit it inappropriately as their own.

You must follow referencing guidelines if you take another person's idea and put it into your own words.

Students are required to sign a declaration upon submission of their assessments that the work submitted is their own, references are used in the work and that they understand that a false declaration is a form of academic misconduct. Skilled Up has policies in place and may implement disciplinary procedures.

Keep these points in mind - Summary, Paraphrase, Quote, Reference

Summary - A summary is a condensed version of the original text that highlights the main or key ideas in **YOUR** own words.

Paraphrase - So you have found information that is perfect for your research paper. Read it and put it into your own words.

Quote - When quoting a source, use the quote exactly the way it appears.

According to Smith (2013) information technology has rapidly.....

Reference - Correct referencing techniques require that you acknowledge the source of your information in two places: in the text of your writing or in a list at the end of your assignment

Artificial Intelligence (AI) Guidance

Students are encouraged to develop AI literacy as a contemporary skill. However, the use of AI in assessment must be transparent and adhere to the principles of academic honesty.

- Permitted Uses: Students may use AI tools to support their learning process. Acceptable uses include:
 - Brainstorming ideas and exploring topics.

- Seeking guidance on how to structure an assessment response.
- Asking for clarification on complex concepts.
- Proofreading and improving the clarity and grammar of their own original writing.
- Prohibited Uses: The use of AI to generate answers for assessment tasks is strictly prohibited and constitutes a breach of academic integrity. Prohibited uses include:
 - Copying and pasting AI-generated text directly into an assessment submission.
 - Submitting work that has been generated by AI as their own original thought and analysis.
- Disclosure and Responsibility: Students must disclose any use of AI tools in their assessment submissions. Ultimately, students are responsible for the originality and accuracy of their submitted work. This includes fact-checking any information provided by AI, as these tools can produce inaccurate or biased content ("hallucinations"). All submitted work must reflect the student's own critical analysis and understanding.

Guidelines for Staff Use of AI Staff are encouraged to explore AI as a tool to enhance productivity and enrich the learning experience, provided its use is transparent and responsible.

- Enhancing Training and Assessment: AI can be used to assist with administrative tasks, draft learning resources (such as case studies or lesson plans), and generate formative feedback.
- Human Oversight and Validation: AI is a tool to assist, not replace, professional judgment. All AI-generated content intended for use in training or assessment must be critically reviewed, fact-checked, and validated by a qualified trainer and assessor. This ensures the material is accurate, current, and aligns with the requirements of the relevant Training Package.
- Data Privacy and Confidentiality: Staff must not input any sensitive or personally identifiable information relating to students, other staff, or the organisation into public AI platforms. This is to protect privacy and intellectual property, as such data may be incorporated into the AI model's training data.

Breach of Policy Any breach of this policy, particularly the submission of AI-generated work as one's own, will be treated as academic misconduct and managed in accordance with SKUP's plagiarism and disciplinary procedures. This may result in penalties including, but not limited to, a 'Not Satisfactory' result for the assessment, with more serious consequences for repeated breaches.

Managing Misconduct: Our Disciplinary Process

To maintain a safe and respectful environment, we have a clear and fair process for managing breaches of the Student Code of Conduct. We use a staged approach that prioritises education and informal resolution for minor issues, while ensuring a robust process for serious matters.

- **Stage 1: Informal Resolution:** For less serious matters, a manager will discuss the issue with you to explain the concern and agree on a resolution.
- **Stage 2: Formal Investigation:** For serious or repeated misconduct, a formal investigation is conducted.

Throughout any formal process, we guarantee **Procedural Fairness**. This means you have:

- The **right to be informed** in writing of the specific allegations against you.
- The **right to respond** and present your case.
- The **right to be accompanied by a support person** at any formal meeting.
- The **right to an impartial hearing** by a person not previously involved in the matter.
- The **right to a reasoned decision** in writing, including information on how to appeal.

Outcomes can range from a formal warning to, in the most serious cases, suspension or cancellation of enrolment.

Protecting Your Privacy

Skilled up is committed to protecting your personal information in accordance with the *Privacy Act 1988 (Cth)*. The information we collect during your enrolment is used for the primary purposes of managing your studies and for mandatory government reporting to bodies such as the National Centre for Vocational Education Research (NCVER). Your information will not be disclosed to any third party without your consent, unless required by law. You have the right to access your personal records at any time by contacting our Administration office.

Part 4: Your Learning Experience

This section provides practical information about studying at Skilled up, from our campus facilities to your participation requirements.

Campus Information: Location, Hours, Facilities, and Safety

Location: Ground Floor, 541 King Street, West Melbourne VIC 3003

Contact Details:

- Phone: +61 3 8608 9901
- Email: info@skilledup.edu.au

Operating Hours: Our campus is open to enrolled students from 8:30 am to 5:00 pm, Monday to Friday (excluding public holidays).

Facilities and Access: Our campus is conveniently located near North Melbourne Station. We provide access to computer labs and other student facilities to support your learning. Please note that printing facilities are not provided for student use, and we encourage electronic submission of assessments.

Safety and Security: Your safety is our priority. At your orientation, you will be advised of our emergency and evacuation procedures. You are responsible for your personal belongings, and we advise you not to leave valuables unattended.

Your Training Program: Delivery Modes and Expectations

We offer a range of flexible delivery modes to suit different learning styles and needs, including:

- **Face-to-face classes:** Scheduled sessions at our Melbourne campus.
- **Virtual classes:** Live, interactive online sessions conducted via platforms like Teams.
- **Workplace learning:** Training and assessment activities conducted at your place of employment.
- **Self-paced learning:** Using our online learning management system (Axcelerate) and other resources to study at your own pace.

Regardless of the delivery mode, you are expected to actively participate in all scheduled sessions and learning activities to maximise your success.

Attendance and Participation Requirements

Regular attendance and active participation are crucial for your academic progress. You are expected to attend all scheduled classes, whether face-to-face or virtual. If you are unable to attend a session, you must notify us at least 24 hours in advance where possible.

Your engagement in your course is not only an academic requirement but is also essential for us to meet our government funding obligations. Your attendance at classes and the submission of your assessments serve as **Evidence of Participation (EOP)**. This is the auditable proof required under our Skills First contract to show that you are genuinely participating in your training. A lack of consistent participation can affect your enrolment status, as we may be required to withdraw you from your course if you disengage for an extended period.

Work Placement: Your Bridge to Industry

Some of our qualifications require you to complete a mandatory period of work placement to apply your skills in a real-world environment. This is a critical component of your training and is essential for achieving your qualification.

Before commencing your placement, you must complete a formal workplace agreement. You will also be required to maintain a logbook of your hours and activities. For certain courses, such as those in Early Childhood Education and Care or School Based Education Support, you must obtain a valid **Working with Children Check** and a **Police Check** before you can begin your placement.

Work Placement provides an important opportunity for students to apply skills and knowledge in an early childhood education and care setting e.g., childcare centre enabling them to gain competence in supporting the implementation of an approved learning framework, and supporting children's wellbeing, learning and development. Students are required to complete a minimum of 160 hours of work placement in a regulated early childhood education and care setting that has entered into a work placement agreement with SKUP.

All three parties must sign the WP agreement before the students commence the WP. Students will need to complete the work placement task as per the requirement of each unit of competency.

SKUP trainer/assessor will visit and assess students in the workplace to determine the students' competency in the practical component of the course. SKUP trainer/assessor will act as a liaison between the workplace, workplace supervisors and SKUP through emails, calls and compulsory visits.

Each learner will be trained and monitored by our trainer/assessor with a minimum of 2 visits to their workplace throughout the duration of the work placement. During the site visit, SKUP trainer/assessor signed off the individual observation checklist. Students are recommended to undertake work placement during the allocated blocks or at the end of the course delivery (subject to host organisation and the discretion of the trainer).

Evidence will be collected for assessment by third parties (Work Placement Supervisors). The supervisors are usually the people observing and supervising the student when the assessor is not present. They will monitor the consistency of the students' performance during work placement, confirm completion of tasks and logged hours.

SKUP signs work placement agreements with host organisation). This agreement entails roles and responsibilities of SKUP, host organisation and the student. The students are only allowed to commence work placement tasks in these host organisations after all 3 parties have signed a Workplace Agreement. Please refer to the agreement for further details. Prior to start of the work placement student must have children check and police check.

SKUP believes that sourcing your own Work Placement is a developmental exercise that builds confidence and networking skills. Therefore, we strongly encourage all students to proactively seek out and secure their own placements. This independent approach allows you to find a host organization that aligns perfectly with your career aspirations and personal interests.

To support you in this endeavor, SKUP provides comprehensive guidance and assistance. Our dedicated team will equip you with the necessary tools and resources to identify suitable opportunities and present yourself professionally to potential employers.

In cases where students face challenges in securing a placement independently, SKUP will leverage its extensive network of industry partnerships to facilitate a suitable placement without cost.

For instances where a placement cannot be secured through our direct partnerships, we engage the specialized services of trusted third-party providers, SkilTrak, to ensure every student has access to a quality work placement opportunity. A fee of \$250 will be applicable for placements arranged through these external partners. This fee covers the administrative and service costs associated with their comprehensive placement services

NOTE – please refer to the website for specific course requirements.

[Skilled Up website](#)

Part 5: Assessment: Demonstrating Your Skills

Assessment is the process we use to confirm that you have achieved the skills and knowledge required to be competent in your chosen field. Our approach is designed to be fair, flexible, and relevant to the workplace.

Our Assessment Principles: A Fair and Valid Process

All assessment at Skilled up is conducted according to two key frameworks:

1. The Principles of Assessment:

- **Fairness:** We consider your individual needs, provide clear information, and offer opportunities to challenge results.
- **Flexibility:** We use a range of assessment methods suited to you and your course.
- **Validity:** Our assessments directly measure the skills and knowledge required by the unit of competency.
- **Reliability:** Our assessment decisions are consistent, no matter who is assessing.

2. The Rules of Evidence:

- **Validity:** The evidence you provide must be relevant to the unit being assessed.
- **Sufficiency:** You must provide enough evidence to prove your competence.
- **Authenticity:** The evidence must be your own work.
- **Currency:** The evidence must demonstrate your current skills and knowledge.

Assessment Methods and Submissions

You will be assessed using a variety of methods to capture the full range of your skills. These may include:

- Written questions and reports
- Projects and case studies
- Observation of practical skills in a simulated or real workplace

- Role plays
- Portfolios of your work.

Before any assessment, your trainer will explain the task, the requirements, and the criteria for a satisfactory outcome. To ensure the authenticity of your work, you must complete and sign the declaration on the official Assessment Cover Sheet for every submission. Assessments should be submitted electronically to our Assessment Centre by the due date specified in your Training Plan.

Receiving Feedback and Results

We do not use traditional percentage marks or grades. Instead, our assessment system is based on demonstrating competence. For each assessment task, you will be marked as **'Satisfactory' (S)** or **'Not Yet Satisfactory' (NYS)**. Once you have achieved a 'Satisfactory' result for all tasks within a unit of competency, you will be awarded a final result of **'Competent' (C)** for that unit. If you do not meet the requirements, your result will be **'Not Yet Competent' (NYC)**.

You can expect to receive clear, constructive feedback on your submitted assessments from your assessor within 10 working days. This feedback is designed to help you understand your strengths and identify areas for improvement.

Re-assessment Opportunities

A 'Not Yet Satisfactory' result is an opportunity for further learning. If you do not meet the requirements of an assessment task on your first attempt, you will be offered a minimum of **two re-assessment opportunities at no additional cost**.

Before you re-submit, your assessor will provide you with specific feedback to guide you. They may also recommend additional training or support to help you bridge any knowledge or skill gaps. The process is designed to be supportive and focused on helping you achieve competency.

Recognising Your Prior Skills: RPL and Credit Transfer

We recognise that you may have already gained valuable skills and knowledge through previous study, work, or life experience. We offer two pathways to have these skills formally recognised:

1. **Credit Transfer (CT):** If you have successfully completed an identical unit of competency at another Registered Training Organisation (RTO), you can apply for a Credit Transfer. You will need to provide a certified copy of your official transcript or Statement of Attainment as evidence.
2. **Recognition of Prior Learning (RPL):** If you believe you have the skills and knowledge for a unit of competency but have not completed formal training, you can apply for RPL. This involves a formal assessment of your existing abilities, where you will gather a portfolio of evidence (e.g., work samples, job descriptions, references) to demonstrate your competence.

Your trainer can provide you with more information and guide you through the application process for both CT and RPL.

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 about 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 qualifications 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 details.

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.



Skilled Up
Institute

unfold your career

RTO Number: 40471 | CRICOS Code: 03666M



Your success and wellbeing are our highest priorities. We understand that balancing study with work and life commitments can be challenging, and we are committed to providing a comprehensive network of support to help you thrive.

Student Wellbeing: Our Priority

Our Holistic Approach to Your Wellbeing

We recognise that your success as a student depends on more than just your academic ability. Your overall wellbeing including your mental, physical, emotional, and financial health is a critical factor. Skilled up is committed to fostering a safe, supportive, and inclusive learning environment where you feel comfortable asking for help when you need it. Seeking support is a sign of strength, and we have a range of services available to assist you.

Internal Support: Your Key Contacts at Skilled up

Your first point of contact for any support needs should be our dedicated internal team:

- **Trainers and Assessors:** They are your primary academic support, available to help with course content, learning activities, and assessment questions.
- **Student Support Officer:** A dedicated contact for more complex issues, who can provide guidance and connect you with the right services, both internal and external.
- **Assessment Centre:** Your hub for submitting assessments, requesting extensions, and accessing supplementary academic support and tutorials.

External Support Services: Confidential and Professional Help

While we offer extensive support in-house, we also want to connect you with specialist external services for confidential and professional help when you need it. The following organisations provide free and accessible support to all Australians.

Table 2: Key Wellbeing and Support Contacts

Organisation	Purpose	Contact Details
Lifeline Australia	24/7 crisis support and suicide prevention services for all Australians.	Phone: 13 11 14 Website: www.lifeline.org.au
Beyond Blue	Information and support for anxiety, depression, and suicide prevention.	Phone: 1300 22 4636 Website: www.beyondblue.org.au
Headspace	Free online and telephone support and counselling for young people aged 12-25 and their families.	Phone: 1800 650 890 Website: www.headspace.org.au
1800RESPECT	National 24/7 counselling service for domestic, family, and sexual violence.	Phone: 1800 737 732 Website: www.1800respect.org.au



Organisation	Purpose	Contact Details
MensLine Australia	Free telephone and online counselling service for men with emotional health and relationship concerns.	Phone: 1300 78 99 78 Website: www.mensline.org.au

Important Considerations for Course Suitability

To support your long-term success and wellbeing, it is important to consider all aspects of a course before enrolling. Some courses have specific physical requirements that you should be aware of. For example:

- **Early Childhood Education and Care (ECEC):** This course involves working with young children and may require physical exertion, such as lifting children and equipment, and spending extended periods of time on your feet or at a child's level.
- **Building and Construction:** Roles in this industry are often physically demanding and may involve manual labour, working at heights, and operating heavy machinery.

We encourage you to think about these physical aspects when deciding if a course is suitable for you. Discussing any concerns with our enrolment advisors can help ensure you choose a pathway that aligns with your capabilities and career goals.



Academic Support and Progress

How We Monitor Your Progress

To ensure you stay on track with your studies, we proactively monitor your engagement and academic progress. We keep an eye on your progress so we can offer help early if you start to fall behind. This is a supportive process designed to identify your needs before they become significant challenges. We look at key **At-Risk Indicators**, such as:

- Failure to attend consecutive classes without explanation.
- Failure to submit consecutive assessment tasks by their due dates.
- Receiving a 'Not Yet Competent' result after multiple attempts on an assessment.

The Individual Support and Action Plan (ISAP)

If we identify that you may be at risk of not progressing, we will invite you to a formal support meeting. This is not a punitive process. The goal is to work collaboratively with you, your trainer, and our Student Support Officer to develop a documented **Individual Support and Action Plan (ISAP)**.

The ISAP is a supportive tool that outlines:

- The specific challenges you are facing.
- The support strategies we will put in place to help you (e.g., additional tutorials, flexible assessment deadlines).
- A set of clear, achievable actions you agree to undertake.
- A date to review your progress against the plan.

Support for Diverse Learners

Reasonable Adjustments for Students with a Disability

We are committed to making reasonable adjustments to support students with a disability to access and participate in training on the same basis as other students. If you have a disability or learning need, we encourage you to discuss this with us during enrolment or at any time during your studies. We will work with you confidentially and collaboratively to identify and implement appropriate adjustments to training, assessment, and the learning environment. Any adjustments made will not compromise the academic integrity of your course.

Further information can be obtained from the links 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/



Skilled Up
Institute

unfold your career

RTO Number: 40471 | CRICOS Code: 03666M

- 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/



Cultural Safety and Support for First Nations Students

Skilled up acknowledges the Traditional Custodians of the lands on which we operate. We are committed to creating a culturally safe and welcoming environment for all Aboriginal and Torres Strait Islander students. This commitment is reflected in our policies, our teaching practices, and the support we provide. As part of this, we are proud to offer the **Skills First Aboriginal Access Fee Waiver**, which provides a full tuition fee waiver for eligible First Nations students enrolling in government-subsidised training.

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 (SKUP) will collect the self-paced learning log from each student. You **MUST** submit your self-paced logbook for each unit(s)/Cluster(s).

Part 7: Managing Your Enrolment

Changing Your Personal Details

It is important that you keep your personal contact details up to date with us. If you change your address, phone number, or email, please inform our Administration team as soon as possible to ensure you continue to receive all important correspondence.



Skilled Up
Institute

unfold your career

RTO Number: 40471 | CRICOS Code: 03666M

Deferring, Suspending, or Withdrawing from Your Course

We understand that circumstances can change, and you may need to alter your enrolment. The following options are available:

- **Deferral:** A temporary suspension of your studies before you have commenced, with an agreed date for your return. Deferrals are typically granted for a maximum of three months due to documented compassionate or compelling reasons.
- **Official Withdrawal:** If you decide to permanently cease your studies, you must notify us in writing by completing a Course Variation Form. Your withdrawal will be processed, and your enrolment record will be updated accordingly.
- **RTO-Initiated (Apparent) Withdrawal:** If you disengage from your studies (e.g., stop attending classes and submitting assessments) for a continuous period of four weeks and do not respond to our attempts to contact you, we may initiate a withdrawal process. This is governed by strict procedural fairness rules, including a formal 'Notice of Intention to Withdraw' letter sent to you, which provides a 10-working-day period for you to respond or appeal before any action is taken.

Our Refund Policy

Our refund policy is designed to be fair and transparent. Application fees are non-refundable, and material fees are non-refundable once materials have been issued. Refunds for tuition fees are calculated based on when you provide written notification of your withdrawal relative to your scheduled course commencement date.

Table 3: Tuition Fee Refund Schedule

Notice of Withdrawal Provided	Tuition Fee Refund
More than 28 calendar days before the scheduled Commencement Date	100%
Between 14 and 28 calendar days before the scheduled Commencement Date	80%
Less than 14 calendar days before the scheduled Commencement Date	50%
On or after the scheduled Commencement Date	No Refund

In the unlikely event that Skilled up cancels a course (Provider Default), you will be entitled to a choice of either a full refund of unexpended prepaid fees or placement into a suitable alternative course at no additional cost.

Students who withdraw after the refund deadline due to exceptional and documented circumstances of severe illness or hardship may apply in writing to the CEO for special consideration.



**Skilled Up
Institute**
unfold your career
RTO Number: 40471 | CRICOS Code: 03666M

Part 8: Complaints and Appeals

We are committed to providing a positive and supportive learning environment. However, we recognise that sometimes issues can arise. We have a clear, fair, and timely process for resolving any feedback, complaints, or appeals you may have.



**Skilled Up
Institute**
unfold your career
RTO Number: 40471 | CRICOS Code: 03666M

A Step-by-Step Guide to Complaints and Appeals

Our complaints and appeals process is provided at no cost to you and is based on the principles of fairness, accessibility, and confidentiality. At any stage of the formal process, you have the right to be accompanied and assisted by a support person of your choice. The process involves four stages:

Stage 1: Informal Resolution We encourage you to first raise your concern directly with the person involved (e.g., your trainer). This is often the quickest and most effective way to resolve straightforward issues through open discussion.

Stage 2: Formal Complaint If you are not satisfied with the informal outcome, or if you feel uncomfortable raising the issue directly, you can lodge a formal complaint in writing. This can be done by completing the official Complaint Form or by sending a detailed email to info@skilledup.edu.au. Your complaint will be formally acknowledged, investigated by an independent manager, and you will receive a written outcome.

Stage 3: Internal Appeal If you are not satisfied with the outcome of your formal complaint, or if you wish to appeal an academic or administrative decision (such as an assessment result), you can lodge an internal appeal in writing. Your appeal will be reviewed by a senior manager (e.g., the CEO) who was not involved in the original decision, ensuring a fresh and impartial review.

Stage 4: External Review If you are not satisfied with the outcome of the internal appeal process, you have the right to seek an independent external review. We provide access to an external mediation service at no cost to you. You can also contact other relevant bodies, such as the TAFE and Training Line for Skills First students or the Australian Skills Quality Authority (ASQA).

Table 4: Complaints and Appeals Process Timelines

To ensure all matters are handled efficiently, we adhere to the following maximum timeframes.

Process Stage	Action	Maximum Timeframe
Formal Complaint or Appeal Lodged	Written Acknowledgment of Receipt to the Student	5 Business Days
Formal Complaint (Stage 2)	Investigation and Provision of a Written Outcome	20 Business Days from Acknowledgment
Internal Appeal (Stage 3)	Review and Provision of a Written Outcome	20 Business Days from Acknowledgment



Receiving Your Qualification

Upon successfully completing all the requirements of your course, you will be issued with your official AQF qualification (e.g., Certificate or Diploma) or a Statement of Attainment for any units you have completed. We are committed to issuing your certification documentation within 30 days of your official completion date. Please note that all outstanding fees must be paid before your qualification can be issued.

If your certificate is lost or damaged, a replacement can be issued for a fee as detailed in the Schedule of Fees and Charges.

Providing Your Feedback for Our Improvement

Your feedback is a vital part of our continuous improvement cycle. It helps us to enhance our courses, our support services, and the overall student experience. Throughout and upon completion of your studies, you will be invited to provide feedback through various surveys, including the nationally recognised NCVER Learner Engagement survey.

We value your honest and constructive feedback and use the data and insights gathered to make meaningful improvements to our services. This commitment to listening and responding to the student voice is a core part of our quality assurance system and our dedication to excellence.



Glossary of Key Terms

- **AQF (Australian Qualifications Framework):** The national policy for regulated qualifications in Australian education and training.
- **ASQA (Australian Skills Quality Authority):** The national regulator for Australia's vocational education and training (VET) sector.
- **Competency:** The consistent application of knowledge and skill to the standard of performance required in the workplace.
- **Credit Transfer (CT):** A process that gives you credit for units of competency you have already completed at another RTO.
- **EOP (Evidence of Participation):** The evidence required under the Skills First contract to demonstrate your engagement in learning, which substantiates government funding claims.
- **ISAP (Individual Support and Action Plan):** A documented plan developed with an at-risk student to provide targeted support and get them back on track.
- **LLND (Language, Literacy, Numeracy, and Digital):** Foundational skills essential for success in VET and the workplace.
- **PTR (Pre-Training Review):** A mandatory discussion before enrolment to ensure a course is suitable and appropriate for a prospective Skills First student.
- **RPL (Recognition of Prior Learning):** An assessment process to recognise skills and knowledge gained through work and life experience.
- **USI (Unique Student Identifier):** Your individual education number for life, which gives you access to an online record of your VET training.

Key Contacts at Skilled up

- **General Enquiries & Course Information:**
 - Phone: +61 3 8608 9901
 - Email: info@skilledup.edu.au
- **Admissions and Enrolments:**
 - Email: enrolments@skilledup.edu.au
- **Student Support & Academic Enquiries:**
 - Email: support@skilledup.edu.au
- **Assessment Submissions & Extensions:**
 - Email: assessmentcentre@skilledup.edu.au
- **Accounts & Fee Enquiries:**
 - Email: accounts@skilledup.edu.au

- **Complaints & Appeals:**
 - Email: info@skilledup.edu.au
- **Postal Address:**

Ground Floor, 541 King Street, West Melbourne VIC 3003



**Skilled Up
Institute**
unfold your career
RTO Number: 40471 | CRICOS Code: 03666M