



Skilled Up Institute

unfold your career

RTO Number: 40471 | CRICOS Code: 03666M



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STUDENT HANDBOOK (International) 2026



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Welcome to Skilled Up

On behalf of the entire team at Skilled Up Pty Ltd, trading as Skilled Up Institute, it is my immense pleasure to welcome you. Choosing to study abroad is one of the most significant and exciting decisions you will make, and we are honored that you have chosen to embark on this journey with us.

Skilled Up Institute (SKUP) is a nationally recognized Registered Training Organization (RTO) approved by the Australian Skills Quality Authority (ASQA). We are dedicated to the Australian vocational education and training (VET) sector, offering specialized courses in culinary arts designed to meet the evolving needs of industry.

Our motto, "Unfold Your Career," is at the heart of everything we do. We believe that an investment in education is a critical factor in building a successful future. Our team of industry experts and qualified teaching staff is committed to providing a visionary, creative, and innovative learning environment. Here, you will not only gain the competencies and skills required by the Australian Qualifications Framework (AQF) but also develop a passion for your chosen field that will propel you forward in your professional life.

We understand that moving to a new country comes with both opportunities and challenges. Our commitment to you extends beyond the classroom.

We strive to provide a supportive, pleasant, and safe environment where you can thrive both personally and academically. Our student support team is always available to assist you, from your first day at orientation to the day you graduate.

We look forward to meeting you on campus and wish you the absolute best as you begin this new chapter. Welcome to the Skilled Up Institute community.

Kind Regards,
Santosh Singh

Chief Executive Officer



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 organization 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 specialized industry training for people in a broad range of industries.

At Skilled Up, 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 for International Students that can be checked via the CRICOS Register:

CRICOS REGISTER – Skilled Up

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 well-being 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.



About Skilled Up Institute (SKUP)

Skilled Up Institute (SKUP) is a Registered Training Organisation (RTO) based in Melbourne, Victoria, Australia. As a nationally recognised training provider, Skilled Up delivers high-quality vocational education and training (VET) programs to both domestic and international students. The Institute is committed to providing students with the knowledge, practical skills, and confidence required to achieve their educational goals and succeed in their chosen careers.

Skilled Up Institute offers a range of nationally recognised qualifications for international students, with a strong focus on hospitality. These qualifications have been developed to meet industry standards and equip graduates with the practical skills, technical knowledge, and workplace experience required by employers across Australia and internationally.

Our training is delivered by experienced and qualified trainers who bring extensive industry expertise into the classroom. Students benefit from engaging learning experiences that combine theoretical knowledge with practical application, ensuring they develop the competencies expected in real workplace environments. Through interactive classes, simulated learning activities, practical training, and ongoing assessment, students are supported throughout their learning journey.

At Skilled Up Institute, we are committed to creating a welcoming, inclusive, and supportive learning environment. We recognise that studying in Australia is an exciting opportunity as well as a significant life transition. Our staff are dedicated to supporting students academically and personally, providing guidance throughout their studies and helping them adjust to life in Australia. We encourage respect for diversity, cultural inclusion, equal opportunity, and professional behaviour within our learning community.

Our modern campus is located at Level 4, 259 Collins Street, Melbourne VIC 3000, in the heart of Melbourne's Central Business District (CBD). The campus is easily accessible by train, tram, and bus, with Flinders Street Station and several trams stops within a short walking distance. Students have convenient access to a wide range of services and amenities, including



supermarkets, cafés, restaurants, libraries, banks, medical centres, post offices, shopping precincts, and recreational facilities.

For hospitality students, practical training is conducted in our fully equipped commercial kitchen located at our Footscray campus, providing students with hands-on experience using industry-standard equipment in a realistic workplace environment.

Skilled Up Institute maintains strong links with industry and continually reviews its training and assessment practices to ensure programs remain current and aligned with workforce needs. Our focus is on developing graduates who are job-ready, adaptable, and equipped with the practical, interpersonal, and problem-solving skills required to thrive in today's hospitality industry.

At Skilled Up Institute, we believe that education is more than gaining a qualification—it is about building confidence, developing professional capabilities, and preparing students for lifelong learning and successful careers. We are proud to support students from diverse backgrounds and are committed to helping every student achieve their full potential in a safe, supportive, and engaging learning environment.



Important Information's and Emergency Numbers

Skilled Up Campus's:

Head Office: 541 King Street, West Melbourne VIC 3003 Ph # +61 3 8608 9901

Theory Delivery Site: Level 4, 259 Collins Street, Melbourne VIC 3000

Commercial Kitchen: Unit 44–45, Level 1, 47 Paisley Street, Footscray, VIC 3011.

Skilled Up WHO is WHO

Santosh Singh	(Chief Executive Officer)
Rajesh Sharma	(RTO Manager)
Maria Scott	(Training Manager)
Vivek Sharda	(Assessment Centre Coordinator)
Shilpika Rajesh	(Operations Manager)

Skilled Up 24/7 emergency number:

Training Manager – Maria Scott

Our 24/7 Emergency No: +61 0447 677 162

Phone #: +61 3 8608 9901



Emergencies

Any student that experiences critical incidents should immediately inform where possible to their trainer or course coordinator. In case they are not available, students should contact the Student Support-officer/Liaison-officer. The emergency number is +61 0447 677 162 or contact us personally at 541 King Street, West Melbourne VIC 3003

For serious or life-threatening Injury/Situation **Call 000 Police/Fire/Paramedics/Ambulance.**

If an emergency call has been made, please notify the nearest staff member of the situation.

Emergency and Medical Services

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

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

Medical and nursing services near City campus

<u>Metropolitan Medical Centre:</u>	Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton
<u>Lygon Court Medical:</u>	Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton
<u>Latrobe Street Medical:</u>	Shop 152, Level 1 Melbourne Central, Corner of Swanston and La Trobe Streets, Melbourne
<u>Medical One:</u>	23 QV Terrace, 292 Swanston Street, Melbourne



Dental services near City campus

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

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



Handy Links

Here you will find legislation and information including:

Human Rights & Equal Opportunity:	www.austlii.edu.au/au/legis/cth/consol_act/
Occupational Health and Safety:	www.australia.gov.au/topics/health-and-safety/
Bullying & Harassment:	www.bulldownunder.com/website.htm
Literacy:	www.deewr.gov.au/Skills/Programs/LitandNum/LLNP
Welfare Guidance and Assistance:	www.centrelink.gov.au
Skills Victoria:	www.skills.vic.gov.au/
ASQA:	www.asqa.gov.au/
Apprenticeship and Studentships:	www.australianapprenticeships.gov.au/ www.nacinfo.com.au
Privacy:	www.privacy.gov.au/



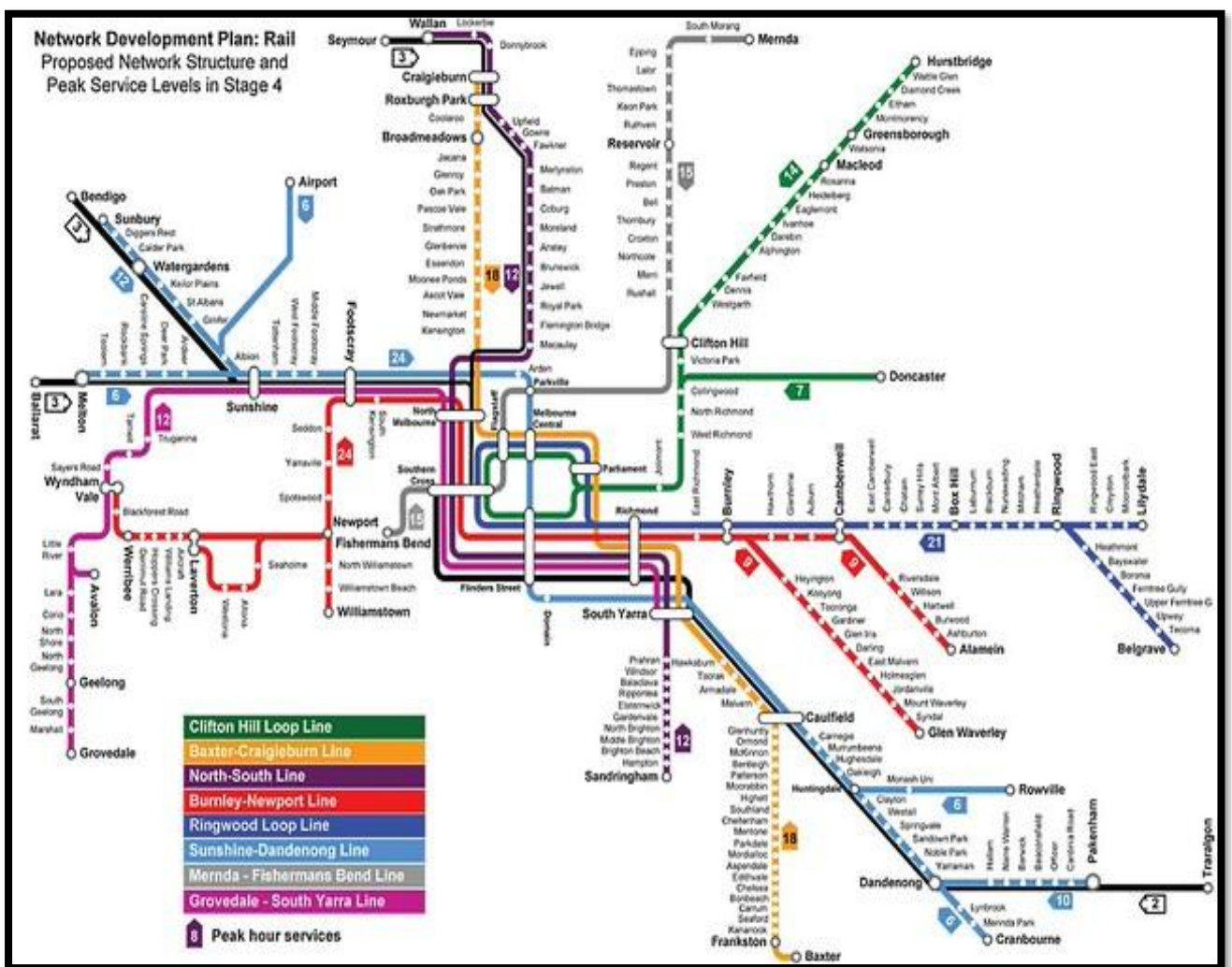
Visit [Public Transport Victoria](https://www.ptv.vic.gov.au/) for

maps, timetables, tickets, and route information. <https://www.ptv.vic.gov.au/>

Melbourne Transportation Public transport

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

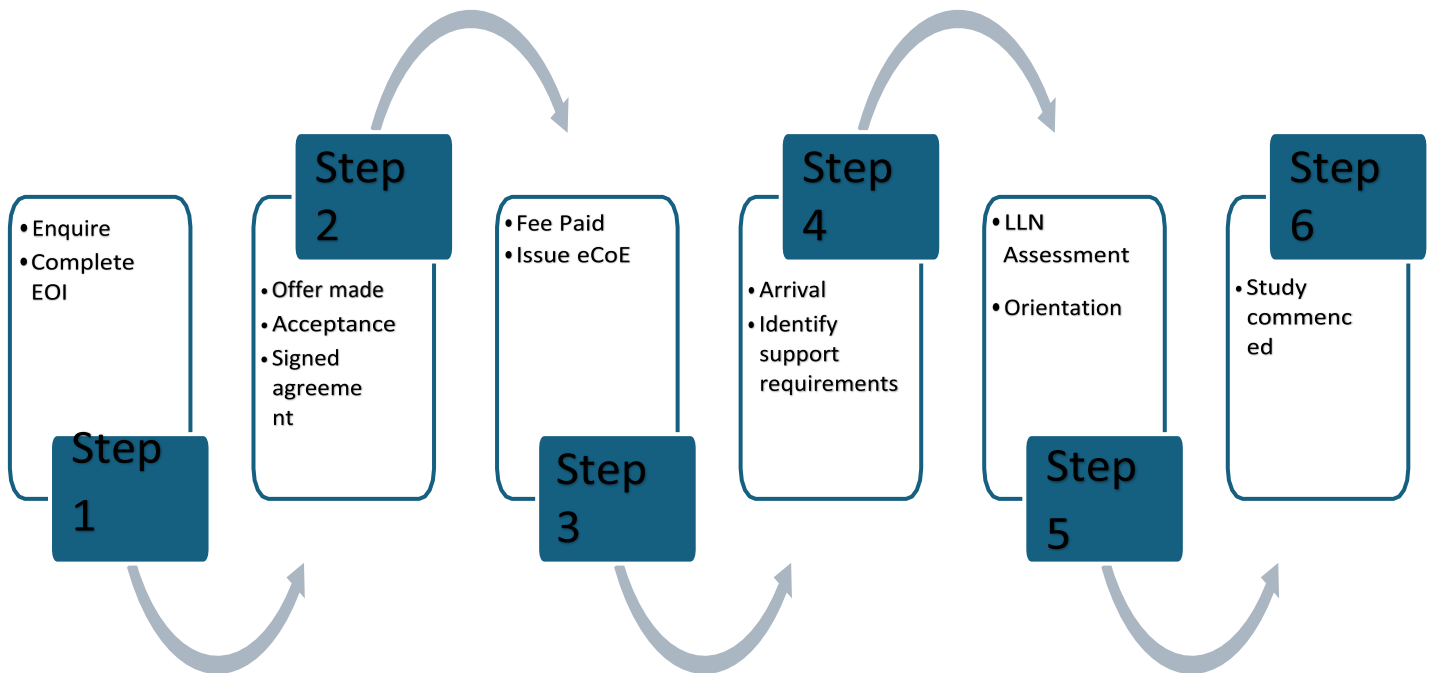
Phone: 1800 800 007





Enrolment process

Things to do.



Before Leaving Home Country

1. Research about school and course who willing to study for your career.
2. Arrange Australian student visa.
3. Contact Skilled Up Institute for offer letter.
4. Review policies and procedures and other relevant policy from <http://skilledup.edu.au./policy/>
5. Arrange for immunizations.
6. Arrange sufficient funds
7. Confirm overseas access to your funds with your bank.
8. Pay tuition fee to Skilled Up Institute.
9. Make travel arrangements.



10. Pack bag being sure to include the following:

- Skilled Up Institute contact and address details,
- Enough currency for transportation.
- Passport and other relevant travelling documents
- eCoE copy.
- Your academic transcript and certifications.
- ID cards, driver's license (If have one), Birth Certificate

Upon Arrival in Australia

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



Skilled Up
Institute

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Pre-Enrolment Information

Section 2 – Pre – Enrolment Information



Living In Melbourne

Australia is the best spot on the planet to live. It is a youthful, dynamic, and inviting nation where understudies can live, learn and develop. Along these lines, on the off chance that you need a quality Education and a decent way of life, Australia is the spot to be. In Australia, you can pick a way that suits your specific objectives. There are several course choices on offer, each course gives you a one-of-a-kind sort of Educational Experience and Knowledge. Considering in Australia advances imaginative, innovative, and free reasoning.

You will figure out how to fill in as a component of a group, to discuss viably with others and to build up the down-to-earth aptitudes and scholarly capacities your requirement for worldwide achievement.

Melbourne is the capital and most crowded city in the province of Victoria, and the second-most crowded city in Australia. As of June

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

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





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

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

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

Living in Australia

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



Good Choice for study.

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

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

Living Cost

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

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



Eating out

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

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

Additional Cost issues

The cost and study calculator gives you a general idea of what the cost of bringing your family will be. You also need to consider how your family will adjust to life in Australia.

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

School going Kids.

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



Schools International Student Program site.

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

the school's curriculum

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

You should also consider:

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

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

School Fees

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

- [Victorian Government School tuition fees for international students](#)
- Tuition fees at non-government schools vary from school to school
- Your dependents **may be exempt** from school fees at a Victorian Government

School if you:



- are a postgraduate research student enrolled in a doctoral (PhD) or master's by Research degree, and you have a subclass 574 visa dated on or after 1 July 2004; OR
- receive a fully funded award or scholarship from the Australian government.

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

Accommodation

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

Renting an Apartment, Flat or House

Leasing a condominium, level or house implies understudies can pick who lives with them and might be a decent decision for understudies who favor their freedom. It additionally implies that understudies may need to purchase (or lease) all their very own furnishings.

The estate agent will ask renters to sign a contract (tenancy agreement or lease) with the owner, agreeing to stay in the place for a minimum period (usually 6 or 12 months).

Students need to make certain that the accommodation is Suitable for their needs and that they can afford it.

The average apartment or flat ranges from \$200 - \$300 per week (one bedroom) or \$300 - \$400 per week for a larger flat or house (two/three bedrooms). A bond or security deposit equal to one month's rent will also need to be paid. A bond is money paid to the landlord or real estate agent in case a renter does not fulfill their responsibilities. It is refundable after a renter moves out of the flat or house, provided they leave the property in reasonable condition and fulfil their obligations under the lease.

Rental properties can be accessed via www.realestate.com.au – this site offers a range of accommodation with various real estate agents throughout Melbourne.

Sharing an Apartment, Flat or House

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

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



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

Hostel Accommodation

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



Homestay

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

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

Accommodation Issues

If a student chooses to rent or live in shared accommodation or organize a shared accommodation house,

They should be aware of their legal rights and responsibilities.

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

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

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

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

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

Melbourne Airport Student Welcome Desk

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



For more information, visit

<http://www.melbourne.vic.gov.au/community/health-support-services/for-young-people/Pages/student-welcome-desk.aspx>

Employment

International Students are not allowed to work until they have started their course. They can work up to 48 hours a fortnight while their course is in session (excluding any work undertaken as a registered component of their course of study or training) and they can work unlimited hours during scheduled course breaks. However, students should be aware that work may not be readily available, and they should not depend on this form of income for support.

For further information, call the Department of Home affairs enquiry line on 131 881, or go to www.immi.gov.au/students.

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

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

Employment Rights

There are several external agencies that can assist with employment related issues:

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

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

Equal Opportunity Commission - Receives complaints from people who feel they have been treated unfairly, have been discriminated against or is experiencing sexual harassment. For more information, please visit:

www.humanrightscommission.vic.gov.au/ or phone 1300 292153.

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

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

Job Watch - Investigates exploitation in employment and training and handles complaints and inquiries from the public regarding annual leave, notice payment, sick leave, redundancy pay and related issues. For further detailed information,

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Student Handbook (International)

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please visit: www.jobwatch.org.au or phone 03 9662 1933 or 1800 331 617.

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



Bring Family

If you are travelling with your family while you are coming Australia on Student Visa, the cost of supporting a family in Australia is very high and it is important to ensure that you have sufficient funds to support them financially.

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

Australian Culture

Australia is a multicultural and highly diverse society. While there are, many languages spoken in Australia. Aussie also have their own lingo call "Aussie" for more detail please visit

<http://www.movingtoaustralia.com.au/australian-culture/>

Culture and Event in Melbourne

Melbourne is enriching culture of art, theatre, and cultural events. Scratch the surface in Melbourne in your term break or summer holidays. For more details, please visit

<http://www.visitmelbourne.com/Regions/Melbourne/Things-to-do/Art-theatre-and-culture>



Student Safety

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

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

Tips to stay safe in Melbourne.

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

10 Tips to help you travel safely around Melbourne

1. Plan your trip ahead of time. Carry a public transport timetable and know the time of your last train/tram/bus. Call 1800 800 007 (6am – midnight) or go to Public Transport Victoria for information on timetables, routes and ticketing.
2. Stand behind the yellow line until your train or tram arrives when waiting for public transport. Stand in well-lit areas. Make yourself aware of the location of security cameras.
3. Where possible travel with friends. If you are on your own, consider traveling in the front carriage of the train, near the driver's cabin.
4. Be aware of the red emergency button located near the exits on the train. If you press this button,
5. The train driver will be able to see you via a security camera and organize police assistance if you need it.
6. Be aware of what is going on around you, especially at night, and remember your headphones, mobile phone or too much alcohol can distract you from your surroundings.
7. Walk confidently and with purpose. Walk with other people. After dark, stick to well-lit paths where you are visible to passing traffic.
8. If you feel at risk or uncomfortable when walking along the street, cross the street or change direction. Enter a shop or business where you can wait until you feel safe.
9. In an emergency call 000 for police, fire and ambulance. It is free calls from all public, mobile and land line phones. Program 000 into your mobile just in case!
10. In non-emergency situations, when you require advice or information call in on your local police station.
11. If you witness or have knowledge about a crime, incident or offence, you can report it anonymously to Crime Stoppers on 1800 333 000.



Overseas Student Health Cover

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It includes cover for visits to the doctor, some hospital treatment, ambulance cover, and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the policy. You can find more information, including a list of the providers and average costs, on the [Department of Health](#) website. Remember, the Department of Immigration and Citizenship requires overseas students to maintain OSHC for the duration of time they are in Australia. For more details and getting insurance please

visit

http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FA_Q-1#insurersofferoshc

How much does OSHC cost?

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

Which insurers offer OSHC?

- [Australian Health Management](#)
- [Allianz Global Assistance \(subcontracted by People care Health\)](#)
- [BUPA Australia](#)
- [Medibank Private](#)
- [nib](#)



Skilled Up
Institute

unfold your career

RTO Number: 40471 | CRICOS Code: 03666M

Important Information Legislative information

Section 3



Useful Information

Section 3 – Important Information Legislative information

ESOS Act

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

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

Tuition Protection Services (TPS)

TPS is a government initiative protecting international students if an education provider is unable to fulfil their obligation to deliver the agreed course of study. TPS ensures that international students can complete their study in another course or another education provider or those get a refund of their unspent tuition fees. For further information, please click the link:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

USI

The Unique Student identifier (USI) ensures that you have access to all your training records online at any time. It makes life easier for you and your employer. If you are a continuing student in Vocational Education, Skilled Up needs your USI number before is Skilled Up Institute qualification or if you are new student, you can create your USI, or Skilled Up Institute can apply for your USI on your behalf.

For further details please visit:

<https://www.usi.gov.au/students>.

Visa Conditions

Your visa is subject to a few visa conditions with which you must comply. Different visa conditions apply to you and members of your family unit. Breaching a visa may result in the cancellation of your visa. For more details, please visit

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>



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Studying at Skilled Up Induction/Orientation

Section 4



Studying at Skilled Up

Section 4 – Studying at Skilled Up Induction/Orientation

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

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

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

Student Support

If a student is experiencing difficulties with their studies, we recommend that the student first speak to their trainer or to another member of the academic staff. We will ensure that the full resources are made available to assist the students to achieve the required standard of performance in their chosen course. We also have Student Support Officers who are available to help students adjust in settling into life in Melbourne. These staff will also guide and help students with either personal or study problems they may encounter. Skilled Up Institute will also refer to students as a free counselling service also available to assist those who may be facing more serious problems.

The assigned Student Support Officers.

Rajesh Sharma	(RTO Manager)
Hafsa Ali	(welfare officer)
Vivek Sharda	(Student Support / Assessment Centre Coordinator)



Student Wellbeing & Support Services

At Skilled Up Institute (SKUP), student wellbeing is a top priority. We are committed to providing a safe, inclusive, and supportive learning environment that promotes the academic success, personal development, and overall wellbeing of all students.

Our support services are designed to assist students in managing academic challenges, personal concerns, health and wellbeing issues, and adapting to life in Australia. All students are encouraged to seek assistance whenever needed.

Welfare Support Officer

Students can access confidential support through our dedicated Welfare Officer:

Role	Name	Contact Number	Email Address
Welfare Officer	Hafsa Ali	+61 3 8608 9901	support@skilledup.edu.au

The Welfare Officer is available to provide guidance, support, and referrals where required. All discussions are handled with sensitivity and confidentiality.

Scope of Student Support Services

Skilled Up Institute provides support across a wide range of areas, including but not limited to:

- **Academic Support:** Assistance with understanding course requirements, assessments, study skills, and time management.
- **Personal Support:** Help with personal concerns that may impact study, including stress, homesickness, or adjustment difficulties.
- **Health & Wellbeing:** Guidance on accessing medical services, mental health support, and maintaining a healthy lifestyle.
- **Accommodation Assistance:** Information and referrals for suitable accommodation options.
- **Financial Guidance:** General advice and referral to appropriate external services if students experience financial difficulties.
- **Legal & Community Support:** Referral to external professional services where required.
- **Cultural Adjustment:** Support for international students adapting to a new cultural and educational environment.

Confidentiality and Privacy

All student wellbeing matters are treated with strict confidentiality. Information shared with the Welfare Officer or support staff will not be disclosed without student consent unless required by law or where there is a risk to the student or others.



Critical Incident Support

In the event of a critical incident (such as serious illness, injury, or emotional distress), students are encouraged to immediately contact:

- Their Trainer or Course Coordinator, or
- The Welfare Officer

Skilled Up Institute will provide appropriate support, including referral to external professional services if required.

External Support Services

Where necessary, students may be referred to external organisations for specialised support, including:

- Professional counselling services
- Medical practitioners and mental health services
- Community and multicultural support organisations
- Emergency and crisis support services

Student Responsibilities

Students are encouraged to:

- Seek support early if they experience difficulties
- Maintain open communication with trainers and support staff
- Attend scheduled support sessions where applicable
- Take an active role in maintaining their own wellbeing

Commitment to Student Wellbeing

Skilled Up Institute is committed to fostering a supportive and respectful learning environment. Through accessible support services and dedicated staff, we aim to ensure that every student can succeed academically and thrive personally.



Student Academic Support and Counselling

The Student Learning Support and Counselling program provides:

- Somewhere to talk about problems ranging from everyday hassles to those that are serious.

affecting a student's ability to function

- A safe place to let off steam
- An opportunity to generate solutions to problems
- Academic workshops
- English support services

If you are experiencing any of the following, we suggest you contact our Learning

Advisor officer Shilpika on support@skilledup.edu.au , make appointment with Hafsa through the reception:

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

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

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

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

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



are as follows:

SMSC (Study Melbourne Student Centre) 599 Lt Bourke Street, Melbourne, Vic 3000

Telephone 1800 056 449 Email: andrea.brookes@studymelbourne.vic.gov.au

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

Language, Literacy and Numeracy (LLN)

You must complete a Language and Literacy test to highlight areas of difficulties with language, comprehension, or numeracy, which will help us decide how best we can assist you with your learning. Skilled Up Institute (SKUP) is committed to helping participants who may have language, literacy, and numeracy support requirements. Skilled up is committed to providing additional support options to students who are experiencing difficulties with these areas. Referrals for additional support will be provided to specialist language, literacy, numeracy, and Digital support services as appropriate. Skilled Up Institute will conduct LLND test on orientation day.

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

- Appropriate assessment is provided for the task, which may include oral questioning and demonstration as an alternative to reading and writing
- The assessment does not involve a higher level of LLN skills than the tasks being assessed require
- Prior to course commencement, student LLN skills are assessed as part of the pre-admission assessment process and are considered during your training.

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

Students with Learning Needs

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

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

- Arrangements to undertake assessments verbally where there is difficulty in writing in English
- Special arrangements that may be required for students with physical impairment
- Special arrangements for students with a known learning difficulty.



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

Guest Seminars and Cooking competitions

Skilled Up develop the curriculum where you learn to be dexterous. Skilled Up Institute invite guest speakers, organize seminars and culinary arts school will run cooking competitions. Keep an eye on Student noticeboard and Skilled Up Institute social media feeds to get information about the events in Skilled Up.

Academic workshop

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

aXcelerate

At Skilled Up Institute (SKUP) training was delivered face to face session over the period. The aXcelerate (Learning Management System [LMS]) is the platform provided for Skilled Up Institute students to engage in after class sessions, learning content available on LMS and competing the self-directed activities, uploading the assessment for marking 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 provide 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 students will be 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 Skilled Up Institute. 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 several specialist facilitators during their workshop program. Skilled Up retains the services of a

range of qualified trainers selected based on their specialist expertise so 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 because 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.

Note: Please read assessment policy and student support policy and procedures.



Relevant Policies

Complaints and Appeal

Complaints and Appeal

RELEVANT POLICIES

Section 5



Complaints

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

For more detailed policy and procedure please visit Skilled Up Policy on Skilled Up Institute website. The following link will take you to Skilled Up Institute policy at [http://](http://skilledup.edu.au/skilled-up-policy):

<https://skilledup.edu.au/skilled-up-policy>

Appeal

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

For more detailed policy and procedure please visit Skilled Up Policy on Skilled Up Institute website. The following link will take you to Skilled Up Institute policy at [http://](http://skilledup.edu.au/skilled-up-policy): <https://skilledup.edu.au/skilled-up-policy>

Student engagement before Enrolment

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

Entry Requirements for International Students

An English Language proficiency level of one of the following:



SECTION	DETAILS
Minimum English Language Requirement	To demonstrate English proficiency, international students must provide one of the following: • IELTS Academic band score of 6.0 overall or equivalent (per DHA and Department of Education regulations) • IELTS 5.5 overall when packaged with at least 10 weeks of ELICOS • IELTS 5.0 overall when packaged with at least 20 weeks of ELICOS • Pearson Test of English Academic – Score 50 • Senior Secondary Certificate of Education completed in Australia • Certificate IV or higher qualification completed in Australia • Tertiary education completed in the medium of English Note: All documents presented when applying for enrolment at Skilled Up Institute (SKUP) must be translated into English.
Language, Literacy, Numeracy & Digital (LLND) Skills	While there are no specific academic entry requirements, all students are required to complete an LLND test during orientation to assess their foundational skills. Low LLND levels will not restrict admission; however, additional support will be provided, which may incur an additional cost. For further details, refer to our Student Support Policy.
Age Requirements	All students must be 18 years or older at the commencement of their course. Skilled Up does not accept enrolments from students under 18 years of age.
Student Visa Requirements	To be granted a student visa, you must provide evidence satisfying the Department of Home Affairs (DHA) requirements regarding: • English language proficiency • Financial capability • Compliance with visa conditions • Genuine Temporary Entrant (GTE) criteria For further information, visit https://www.homeaffairs.gov.au/studyinaustralia.gov.au.
Students Currently in Australia	International students currently enrolled with another CRICOS-registered provider must complete at least six months of their principal course before transferring to Skilled Up, in accordance with Standard 7 of the National Code 2018 and the ESOS Act 2000.



Selection

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

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

For more detailed policy and procedure please visit Skilled Up Policy on Skilled Up Institute website. The following link will take you to Skilled Up Institute policy at [https://skilledup.edu.au/skilled-up - Policies](https://skilledup.edu.au/skilled-up-Policies)

Course Progress

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

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

For more detailed course progress policy and procedure please visit Skilled Up Policy on Skilled Up Institute website. The following link will take you to Skilled Up Institute policy at <https://skilledup.edu.au/skilled-up - Policies>

Student Support services

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

For more detail student support services, special needs and critical incident policy and procedure please visit Skilled Up Policy on Skilled Up Institute website. The following link will take you to Skilled Up Institute policy at <https://skilledup.edu.au/skilled-up - Policies>



Completing within duration

- Skilled Up Institute (SKUP) monitors student course progress under standard 8, Skilled Up Institute whilst monitoring progress against the course duration is a separate requirement, so learners able to finish the course within their eCoE period. Skilled Up Institute will follow its policy to check the students' progress towards the completion of the course within the specified duration at the same time.
- Skilled Up Institute will extend the duration of the students' study only where the students will not complete the course within the expected duration, as specified on the student's eCOE, as the result of:
- Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or an approved deferment or suspension of study has been granted under Standard 9.
- Skilled Up Institute will report on the student change in enrolment through PRISMS.
- Records of variation must be maintained in the student file.

For more detailed policies and procedure please visit <https://skilledup.edu.au/skilled-up - Policies>

Credit transfer

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

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

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

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

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

For more detailed understudy bolster administrations, uncommon needs and basic occurrence approach and methodology please visit Skilled Up Policy on Skilled Up Institute site. The accompanying like will take you to Skilled Up Institute strategy at, [http://: https://skilledup.edu.au/skilled-up - Policies](http://https://skilledup.edu.au/skilled-up - Policies)



Plagiarism and Cheating

Plagiarism

Plagiarism is:

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

Referencing

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

Books or chapters in books

- Journal or newspaper articles
- Conference papers
- Films or television programs
- Personal communications like emails, interviews or letters
- Electronic sources such as web pages, journal articles from online databases, or use net groups
- For further information, refer to the Harvard Referencing Guide at:

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



Cheating

Cheating is:

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



Consequences

Skilled Up Institute policy regarding learners implicated in plagiarism or cheating may include repeating the entire unit or possible cancellation from your course.

Authentication of Assessment

- Regrettably, some learners do submit work that is not their own. To preserve the validity of Skilled Up Institute course awards for all learners, Skilled Up Institute maintains a strict process to ensure that the work submitted is authentic.
- Consequently, during your training program, an

Skilled Up Institute representatives may contact you regarding assessments that you have submitted. The purpose of this contact is to validate that the work is your own. This validation will consist of questions being asked by you regarding the content of the work you have submitted.

If your work cannot be authenticated, you will be required to resubmit the work for assessment or the matter may be referred to Skilled Up Institute Academic Director.

Learners that are failing to co-operate with reasonable requests from the Skilled Up Institute representative will be automatically referred to the Skilled Up Institute RTO Manager.

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

Use of Artificial Intelligence (AI) Tools

Purpose

Skilled Up Institute (SKUP) recognises that Artificial Intelligence (AI) tools are increasingly being used in education and the workplace. This section outlines the appropriate and responsible use of AI technologies by students to support learning while maintaining academic integrity.

What is Artificial Intelligence (AI)?

Artificial Intelligence (AI) refers to computer systems or tools that can perform tasks typically requiring human intelligence, such as generating text, answering questions, analyzing data, or creating content. Common examples include AI-powered writing assistants and chat-based tools.

Permitted Use of AI

Students may use AI tools to support their learning in the following ways:

- To assist with understanding course concepts and topics
- Generating study notes or summaries for revision purposes
- To improve grammar, spelling, and clarity in written work
- To brainstorm ideas or structure assignments



- To practice skills such as communication or problem-solving
- All uses of AI must support the student's own learning and not replace their independent work.

Prohibited Use of AI

Students must not use AI tools in a way that breaches academic integrity. This includes:

- Submitting AI-generated work as their own without modification
- Copying and pasting AI-generated responses into assessments
- Using AI during exams or assessments where it is not permitted
- Allowing AI tools to complete assessments on their behalf
- Such actions may be considered academic misconduct.

Academic Integrity

- Students are expected to submit original work that reflects their own understanding and skills. Where AI tools are used, students may be required to:
- Acknowledge or declare the use of AI (if applicable)
- Demonstrate understanding of the submitted work
- Provide drafts or evidence of their learning process
- Failure to comply may result in disciplinary action in accordance with Skilled Up Institute policies.

Guidelines for Responsible Use

To ensure ethical and effective use of AI, students should:

- Use AI as a support tool, not as a substitute for learning
- Critically evaluate AI-generated content for accuracy
- Avoid sharing personal, sensitive, or confidential information with AI tools
- Follow trainer instructions regarding AI use in specific assessments

Consequences of Misuse

Improper use of AI tools may result in:

- Assessment resubmission requirements
- Academic warnings
- Recording of academic misconduct
- Further disciplinary action as per Skilled Up Institute policies

Skilled Up Institute Commitment

Skilled Up Institute is committed to supporting students in developing digital literacy skills, including the responsible use of emerging technologies such as AI. Trainers will provide guidance to ensure students



understand how to use these tools appropriately within their studies.

Transfer between providers

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

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

For more details of the policy and procedure please visit Skilled Up Policy on Skilled Up Institute website. The following link will take you to Skilled Up Institute policy at <http://www.skilledup.edu.au/policy>

Deferment/suspension and cancellation

Students wishing to defer the commencement of studies or cancel or temporarily suspend their studies should apply to do so in writing to Skilled Up Institute. Where it is impractical to do so, the student may email, fax or telephone the Institute and advise of their intention to defer, cancel, or suspend their studies. If the notification is by telephone, the student should confirm the request in writing as soon as possible after the telephone notification.

Students should fill out the student deferral/suspension/cancellation form available on the Institute website (www.skilledup.edu.au) and on request with the Student Administration Department.

Skilled Up Institute will only grant a deferral of commencement of studies, temporary suspension of studies or a cancellation of studies if there are compassionate or compelling circumstances, or because of student misbehavior.

Students will be informed in writing that the deferral of studies, the suspension of studies or the cancellation of studies will be notified to DoHA, via PRISMS, and may affect the status of their student visa.

For more details of the policy and procedure please visit Skilled Up Policy on Skilled Up Institute website. The following link will take you to Skilled Up Institute policy at <http://www.skilledup.edu.au/policy>

Fee and Refund

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

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

For more details of the policy and procedure please visit Skilled Up Policy on Skilled Up Institute website. The following link will take you to Skilled Up Institute policy at <http://www.skilledup.edu.au/policy>



Refund

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

For more detailed policy and procedure please visit Skilled Up Policy on Skilled Up Institute website. The following link will take you to Skilled Up Institute policy at <https://skilledup.edu.au/skilled-up-Policies>

Additional Fees and Charges

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

Tuition Fee

Please click here to check the course indicative fee: [Fee Schedule 2026](#)

Additional Fees and Charges

* *Note:* This covers all additional fees and charges that may arise during the duration of your course.



Privacy Policy

1. Skilled Up Institute respects the privacy of all stakeholders and understands the importance of protecting personal information provided by its learners and staff.
2. Skilled Up Institute will keep any information confidential, including direct debit account details.
3. 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 learner information do not use, modify, reproduce or disclose that information.
4. Information provided by learners is considered confidential and will not be divulged to any third party, nor will it be sold. Skilled Up Institute will only disclose learner information:
 - a. If specifically required by law; or
 - b. For the purposes of this agreement, including disclosing information in connection with any query or claim.

2. For more information about Skilled Up Institute Privacy Policy:

<https://skilledup.edu.au/skilled-up - Policies>

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



Assessment

Assessment for each unit of competence includes a range of approaches to allow students several different ways to demonstrate competence. Assessment will include practical demonstration of competence, written tests, assignments, case study reports, participation in role plays and classroom activities. Practical work takes place in both a simulated environment and within a commercial workshop environment for all courses. Students must demonstrate that they are **aXcelerate** to complete their program. Assessment criteria and methods are addressed further in this guide. For more detail, please see assessment policy on Skilled Up Institute website at <https://skilledup.edu.au/skilled-up - Policies>

Reassessment

Students will have an opportunity to undertake two supplementary assessments in each unit for which they have been deemed Not Yet Competent (NYC). All reassessment procedures will be provided to students at no charge.

If Students deemed NYC during second reassessment, they would have to re-enroll in the unit (failure to do so may result in termination of enrolment), which will incur additional charges. For more detail, please see assessment policy on Skilled Up Institute website at <https://skilledup.edu.au/skilled-up - Policies>

Students' Code of Conduct

All students are required to:

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



- Attend all meetings called by the college to discuss academic or course progress
- Meet or carry out all activities agreed with the college in relation to maintaining course progress or academic performance

Section 7: Training and Assessment Useful terms

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

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

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless



of how, when or where the learning occurred.

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

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

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



state legislation.

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

On-Campus Delivery

Students undertaking training on-campus attend:

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

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

Study Period: 1 study period consists of 11 weeks. One term is equal to 11 weeks.

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

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

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





Assessment

The Assessment Process

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

Objectives of the Assessment Process

The objectives of assessment process are:

- To confirm that you have acquired the competencies identified in the endorsed Unit of Competencies
 - To demonstrate that you are competent to the agreed industry standard
- Assessment methods include but are not limited to:

- Observation
- Projects Assignments
- Case studies
- Multiple Choose Questions
- Role plays
- Kitchen practical
- Work placement logbook
- Assessment activities
- Written reports
- Written questions
- Self-paced log

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

Stages of Assessment

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

Pre-Admission Assessment

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



In-course, “Formative” Assessment

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

Research shows that the use of formative assessment, also known as “assessment for learning” within Training programs are the most effective means of training adults.

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

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

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

Summative Assessment

At the end of the training period for each unit of competency, and after undertaking formative assessment activities students are required to demonstrate competence by the final performance of critical

assessment tasks (CATs). CATs take many forms ranging from performing tasks under observation by the assessor through to completing written assignments. In practice, because Skilled Up Institute 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 the student is competent with respect to a particular unit.

Recognition of Prior Learning (RPL)

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

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

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

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

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



RPL Process

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

1. Self-assessment: You are encouraged to undertake a self-assessment against the documented standards for the unit of competency from which you are seeking RPL.
2. Collection of evidence: Collect and provide appropriate evidence. Attach your evidence to a completed RPL application form.
3. Assessment of evidence: Your trainer will assess your application, and a decision will be made as to whether RPL can be granted. The trainer will arrange an interview with you (telephone or face to face) to clarify and/or confirm the assessment result.

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

Credit Transfer: Recognition of formal qualifications

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

“Mutual recognition” is a principal component of the Australian Quality Framework. Mutual recognition ensures that all qualifications are issued by other registered training organisations to students enrolling in the Skilled Up Institute (SKUP) is 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 organization, you must;

- Complete Skilled Up Institute (SKUP)'s Credit Transfer Application,
- Provide a certified copy of the qualification or statement of attainment, or
- Provide original documents.

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

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

Challenge Assessment

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



Submissions of assignments and critical assessment tasks

To be assessed, submitted work must conform to the following guidelines: Submitted work must:

- include any prescribed assessment coversheet with their submission and clearly mark their name, student number and the name of their course and program on each sheet submitted.
- be on either the sheets provided or on A4 white, printer quality paper. Work submitted by mail 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.

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

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

Late Assignments

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

Skilled Up Institute (SKUP) Assessment centre

The Assessment Centre functions in three ways to provide:

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

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



Telephone: +61 3 8608 9901 Facsimile: TBA

The Assessment Centre:

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

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

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

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

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

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

Collecting Feedback through surveys

Skilled up will collect feedback to improve their teaching and learning including Skilled Up facilities. The approval also includes evaluating the student performance and Skilled Up trainer and assessor performance.

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

1. Post enrolment feedback
2. Student feedback form for Agents
3. Orientation feedback
4. During the study period Skilled up collect the student valuable and measuring how students are engaged through their study period by collecting
 - a. Reaction / Learning feedback
 - b. Behaviour feedback
 - c. Result (evaluation feedback at the end of the course)



Work placement (for commercial cookery students)

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

The students will be provided with additional help in securing the work placement via Skil Trak and Future Finds.



Skilled Up
Institute
unfold your career

RTO Number: 40471 | CRICOS Code: 03666M

Course Information

Course Information
Course Information

Section 6



Section 6: Course Information International Course Information

Below is the list of courses that Skilled Up offers to international students.

1. **SIT30821 Certificate III in Commercial Cookery**
2. **SIT40521 Certificate IV in Kitchen Management**
3. **SIT50422 Diploma of Hospitality Management**
4. **SIT60322 – Advanced Diploma of Hospitality Management**

Course Outline:

1. SIT30821 Certificate III in Commercial Cookery (CRICOS Code: 109875K)

The SIT30821 Certificate III in Commercial Cookery is designed for individuals who are passionate about food and aspire to build a career in the hospitality industry. This nationally recognized qualification provides the essential skills and knowledge required to become a qualified cook and work effectively in commercial kitchens.

Through a blend of practical, hands-on training and theoretical learning, you will develop expertise in food preparation, cooking techniques, and kitchen operations. You will also gain a strong understanding of food safety, hygiene, teamwork, and time management, all critical skills for success in a fast-paced kitchen environment.

[For more information about the Course Click here](#)

2. SIT40521 Certificate IV in Kitchen Management (CRICOS Code: 109551H)

This course enhances your cookery skills while preparing you for leadership roles in the hospitality industry. It blends advanced culinary techniques with essential management skills, enabling you to lead teams and oversee kitchen operations.

You will gain a solid understanding of operations, people management, and financial control, ensuring you are well-equipped to succeed in restaurants, hotels, cafes, pubs, and other food service businesses.

[For more information about the Course Click here](#)

3. SIT50422 Diploma of Hospitality Management (CRICOS Code: 111010H)

This course provides the knowledge and practical expertise needed to take on senior roles in the hospitality industry. This qualification is ideal for those who wish to combine advanced operational skills with strong leadership and management capabilities.



Graduates of this course are equipped to pursue supervisory and management positions, opening pathways to a rewarding career in one of the world's most dynamic and growing industries.

[For more information about the Course Click here](#)

4. SIT60322 – Advanced Diploma of Hospitality Management (CRICOS Code: 111011G)

This is a nationally recognized qualification designed for individuals who wish to advance their career in the hospitality industry. This program develops high-level management and leadership skills, preparing graduates to manage hospitality operations, lead diverse teams, oversee compliance requirements, and implement strategic business initiatives.

Through a blend of theoretical knowledge and practical application, students will gain expertise in areas such as financial management, people management, marketing strategies, sustainability, and operational planning. Graduates will be equipped to take on senior roles across a wide range of hospitality venues including hotels, resorts, restaurants, clubs, and catering businesses.

[For more information about the Course Click here](#)

Please note that – Further information of these courses can be verified via the CRICOS Register by clicking on the link below.

<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03666M>