

Code of practice

The Upskilled Code of Practice documents, from a clients' perspective, how Upskilled will meet the obligation of its agreement to provide services to the client.

Upskilled is a Registered Training Organisation (RTO). As an RTO Upskilled is compelled to comply with all standards and conditions set out in the Australian Quality Training Framework (AQTF). Upskilled is registered in South Australia and must also comply with the Training and Skills Development Act 2008.

Innovation in Education is the principle upon which Upskilled models its business. We at Upskilled are mindful that this innovation must not compromise quality and the rights of clients. To that end, we have developed this code of practice that we support as a guarantee of our commitment.

Upskilled ensures clients' rights as a consumer are protected and they receive the services detailed in their agreement by:

- Marketing and advertising to prospective clients in an ethical and accurate manner.
- Informing clients before enrolment of all the costs and charges that will be incurred throughout the course.
- Ensuring Upskilled has fair refund policies that are documented and provided to each client prior to enrolment. In the event that our RTO is not able to fulfill its obligations to you we have measures in place to ensure that you either receive the service from another RTO or a refund.
- Ensuring that academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by clients or under law. Clients may view their own records to confirm accuracy and completeness. This is supported by our privacy policy available on our website.

Upskilled adheres to principles of access and equity and meets its legal obligations and maximises outcomes for each client:

- We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.

- We will deal fairly and constructively with your concerns and complaints about our services. Complaints escalation steps, including engaging independent arbitration as required, ensure agreed resolution of complains.

Industry is engaged in Upskilled's operations so that clients can be confident that the qualifications issued by Upskilled are relevant to industry needs:

- We regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace
- Our training and assessment strategies are developed and consultation with industry is sort to ensure that they are relevant to industry needs.
- Our teaching and assessment staff continuously engages with industry to ensure their knowledge and skills reflect current industry practice.

Quality of training and assessment provided across all of Upskilled operations is assured by:

- Our organisation's commitment to continuously improving the services we offer and by seeking feedback from students about the services received from us.
- As a Registered Training Organisation under the Training and Skills Development Act 2008, we ensure that at all times our operations comply with the legislation and the Australian Quality Training Framework standards to be met by each Registered Training Organisation.

Upskilled meets the individual needs of learners by assessing their current skills and knowledge prior to the commencement of training by:

- Recognising that you may hold skills and knowledge that are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning (RPL).
- Regularly reviewing and updating RPL kits that have been created to ensure industry currency and relevance.
- Recognising if you have completed relevant units of competency with another Registered Training Organisation and automatically crediting these towards completion of your qualification.
- Offering learning and assessment services that as far as practicable meet your individual learning needs. We can tailor your training program to meet your needs.