



Upskilled Participant Handbook

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Introduction

Welcome to Upskilled.

Upskilled's Staff and teachers have a long history in industry and are committed to providing quality training and assessment services.

Upskilled provides training in programs for Business Services and Information Technology. For a current list of these qualifications please view the Upskilled website at www.upskilled.edu.au

Our teachers and assessors are highly qualified and have extensive experience. We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.

This Participant Handbook will give you the necessary information to be successful in the course.

Standards for NVR Registered Training Organisations

You are about to become a participant in the process that can result in achieving a nationally accredited qualification.

These qualifications can only be delivered by a Registered Training Organisation (RTO). To be an RTO, Upskilled need to meet the requirements of the Standards for NVR (National VET Regulator) RTO

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Successful completion of this program will result in the issuance of a Parchment in your chosen qualification. Those participants who do not successfully complete the full program will be issued with a Statement of Attainment for any unit/s of competency they have been deemed competent in.

Recognition of other qualifications

All Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Upskilled.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Participants would be required to produce a certified copy or the original certificate to the Head of Faculty or in some cases the teacher, who will make note of the qualification in our records system.

This is typically applicable where participants produce a pre-requisite qualification for a course they are currently wishing to undertake.

Recognition of prior learning policy (RPL)

Upskilled recognises that participants will have acquired vocational skills from a variety of different

sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Upskilled, in accordance with NVR Standard 15.5, offers candidates the opportunity to gain RPL by providing appropriate evidence, to ensure no reduction in the quality or integrity of the AQF qualification. This process further enhances the programme aim by reducing the duration of the programme commensurate to the level of credit granted through previous learning.

The stated assessment outcomes in competency based courses for Recognition of Prior Learning will be RPL.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by Upskilled should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Participants can make an application for Recognition of Prior Learning at any time during the training program.

An RPL application pack is available from the National Education and Compliance Manager.

Credit transfer policy

Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

Credit Transfer – means credit towards a qualification granted to participants on the basis of competency outcomes gained through participation in a nationally recognised training package qualification with another Registered Training Provider as outlined in NVR Standard 12.2.

All credit transfer applicants must sign a permission for enabling Upskilled to verify any qualifications with the original issuing party or ASQA.

Competency based assessment standards

Competency is the ability to meet particular standards of performance required in the workplace. The standards are developed and endorsed by industry and

the specific learning outcomes are detailed in national training packages and accredited courses.

Assessment is the process of determining whether a participant has acquired the competency offered by a particular accredited course and by establishing whether or not they have achieved the standards of performance set down as outcomes of that course. Where relevant, assessment will focus on the performance standard and skill level required in a workplace environment.

Assessment practices are in line with:

- National Principles of Assessment
- The assessment requirements of the endorsed training package
- The current standards for the Australian Qualifications Framework

In order to ensure that candidates are competent in each element criteria, differing assessment methods will be deployed throughout the programme duration incorporating the principles of assessment and the rules of evidence.

Upskilled will, in all due diligence, ensure that competency based assessment is...

- Valid; by ensuring that assessment is true to the context of the unit elements.
- Reliable; by ensuring consistency of context and application of assessment to all candidates.
- Flexible; by ensuring assessment conditions are planned to accommodate for any differences in sites and also participant needs.
- Fair; by ensuring that all participants are placed on equal terms for assessment.

Formative and summative assessment will be used for several units throughout the programme. These assessments may take the form of written tests, assignment/project work, assessor observation and provision of evidence. These assessments will take place at various times throughout and/or after delivery of the unit. Written tests and assignments will be assessed with a percentage mark given. The percentage mark will then be interpreted by the assessor to a grade within a scale of Competent or Not Yet Competent. The top and bottom grades of the scale will have a mandatory referral to a different assessor to ensure fairness to all candidates.

Types of Assessment used...

- a) Practical Demonstration / Task / Presentation
- b) Questioning / Investigating – Oral or Written
- c) Portfolio
- d) Scenario –problem solving
- e) Role play
- f) Case study – fault finding
- g) Written test / assignment / project / exam
- h) Workplace* validation 3rd party

*Some assessments may require the participant to have access to a workplace. If this is the case and the participant is not in a workplace in a relevant context then the participant must arrange for personal work placement to accommodate the assessment, or complete assessment tasks that simulate a relevant workplace environment.

Assessment results

A participant is deemed to be competent when all outcomes have successfully been completed within a unit of competency or module. The stated assessment outcomes in competency based courses are:

- Competent – when the participant can demonstrate competency in all learning outcomes
- Not Yet Competent – when the participant has not yet demonstrated competency in all requirements

A participant who fails to demonstrate competency in an assessment task can re-attempt that assessment task once, without having to re-enrol in the course. Such re-attempt shall be organised with the relevant trainer.

Appealing an assessment decision

If you are dissatisfied with the assessment result received you are entitled to have your assessment task reviewed. Appeals must be made within fourteen days of receipt of your assessment result. The mechanisms of appeal are as follows:

1. You must ask for a review of a marked assessment task by writing to the Training & Operations Manager seeking a formal review.

2. Once an appeal (in writing) has been received, the RTO will arrange for the assessment task/answer to be reviewed. The Training & Operations Manager will consider the appeal application in consultation with the VET course trainer and an independent person/panel.
3. You will be advised of the result of the assessment appeal in writing.
4. If, after review, you are still dissatisfied with the assessment task result, you can appeal to the National Compliance Manager for a further review. This second appeal must be lodged within fourteen days of receiving results of their first review. The National Compliance Manager will then arrange to review the assessment result (in consultation with another member of staff) and will then advise you of the decision.
5. If you are still not happy with the result you may contact ASQA

Plagiarism

Plagiarism is the act of passing off another person's work as that of your own. Examples include copying the work of another person or summarising the work of another.

Any participant found plagiarising in the first instance will receive one attempt to rectify their work. Any further plagiarism will receive a Not Competent result in the unit of competency or module attempted without rectification. Any person who knowingly aids another person to commit plagiarism shall be dealt with as if they themselves had committed plagiarism.

Electronic and other plagiarism detection tools will be used on Upskilled systems.

Participant code of conduct

The Participant Code of Behaviour requires the following rights to be respected and adhered to at all times by participants.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment

- The right to have personal property (including computer files and participant work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times

Participants have the responsibility to:

- Treat other participants and staff with respect and fairness and not to exercise prejudice against people with disability.
- Behave in an acceptable and appropriate manner towards other clients and staff and to respect the property of Upskilled, host schools, lessors and clients
- Refrain from swearing in classrooms and other learning areas or media
- Not behave in any way that could offend, embarrass or threaten others
- Provide own course requirements where applicable (and where notified)
- Be punctual and regular in attendance
- Provide accurate information about themselves and advise of any changes
- Not to use mobile phones, pagers or similar devices at any time in the class
- Not engage in plagiarism, collusion or cheating in any assessment task. Plagiarism is the act of passing off another person's work as that of your own. Examples include copying the work of another person or summarising the work of another. Any participant found plagiarising work will receive a not competent result in the unit of competency or module attempted. Any person who knowingly aids another person to commit plagiarism shall be dealt with as if they themselves had committed plagiarism.
- Submit all assessment tasks by the due date or ask for an extension of time if there are exceptional circumstances
- Follow normal safety practices (e.g.: following both written and verbal directions given by Upskilled staff)
- Keep a copy of all submitted assessments before submitting them to Upskilled. In the event the assessments go astray, you will be asked to

resubmit or resend your assessments to Upskilled. Note: Upskilled does not accept responsibility for “missing” assessments.

For non-compliance with the Participant Code of Behaviour the following procedure for discipline will be followed:

- An Upskilled staff member will contact participants in the first instance to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the participant’s personal file. (Step 1)
- Where the issue or behaviour continues, participants will be invited for a personal interview with the RTO/Training Manager to discuss this issue further. This meeting and its outcomes will be documented, and included on the participant’s personal file. (Step 1)
- Should the issue or behaviour continue, the participant will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the participant’s personal file. (Step 2)
- After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, training services will be withdrawn. The participant will be notified in writing that their enrolment has been terminated.

At any stage of this procedure participants are able to access the Participant Complaints and Appeals Procedure, as outlined in the Grievance policy, to settle any disputes that may arise.

Note: Serious breaches of the Participant Code of Conduct or indeed the law may be dealt with outside this procedure and may result in immediate termination of a participant’s enrolment. Individual cases will be considered carefully by Upskilled and Participants will still have the ability to access and engage the Grievance Policy if desired.

Privacy

Upskilled takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

Your enrolment form provides for Participants to give permission for us to discuss the Participants progress with their employer. In some cases we will be required by law or required by the NVR standards to make participant information available to others. In all other cases we ensure that we will seek the written permission of the participant unless compelled under legislative instruments.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number, tax file number or Unique Participant Identifier) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, Upskilled will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual’s privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health

information, or information about the individual's racial or ethnic background, or criminal record.

Participant training records

We are committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of our company records. We will protect them against theft, fire, flood, vermin or any other pests and are to be available for perusal by authorised auditors at any scheduled audit. Participant records will be stored and maintained as per NVR guidelines and appropriate updates actioned to the company database.

No personal information will be disseminated for any purpose other than that which is required under the programme and its associated policies and procedures.

Change of contact details

In order for Upskilled to maintain your current contact and address details, it is your responsibility to notify Upskilled in the event that your name, address, phone numbers or email details change. This will ensure you are kept up to date with Upskilled information broadcasts related to your course and that your certificate is issued with the correct details.

Access and equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to Upskilled's National Education and Compliance Manager.

Language, literacy and numeracy

Upskilled aims to identify and participants where their language, literacy and numeracy (LLN) skills may prevent them from achieving the competency standards required by our training programs. Language, Literacy and Numeracy skills are identified when a participant completes the Language, Literacy and Numeracy (LLN) Evaluation at the commencement of each course. The LLN Evaluation does not cover general knowledge or complex problem solving or reasoning skills. The LLN evaluation is used to provide general guidance on the level of participant support may be required to undertake the course of study.

If the participant indicates they may have difficulty with the learning program, an individual plan will be formulated to assist the participant.

Upskilled may direct participants to other specialist institutions to assist with LLN skills where Upskilled is unable to provide the level of assistance required.

Reading and writing hotline

The reading and writing hotline is a national telephone adult literacy referral service, funded by the Australian Government Department of Education, Science and Training.

Experienced teachers can provide callers with advice on ways to improve reading, writing, and numeracy skills and give information on adult literacy and numeracy classes in your local area. The hotline is open 24 hours. Phone 1300 6555 06 from anywhere in Australia at the cost of a local call. All enquiries are confidential: <http://www.literacyline.edu.au/>

Language, Literacy and Numeracy Program (LLNP)

The LLNP provides language, literacy and numeracy training for eligible clients. The program seeks to improve clients' language, literacy and/or numeracy with the expectation that such improvements will enable them to participate more effectively in training or in the labour force and lead to greater gains for society in the longer term. Eligible clients are referred to an LLNP provider by Referring Agencies, currently Centrelink and Job Network Members. Visit the DEEWR-administered LLNP website for more information at:

<http://www.innovation.gov.au/Skills/LiteracyAndNumeracy>

LiteracyNet

LiteracyNet contains key information about Australian adult literacy activity and links to a range of additional programme, professional development, resources, and research sites:

<http://www.innovation.gov.au/Skills/LiteracyAndNumeracy/LiteracyNet/Pages/default.aspx>

Replacement courseware/manuals

Participants may from time to time have a need to request replacement courseware or manual. This cost is to be borne by the participant.

The cost to the participant for replacement courseware or manual is \$250 with no charge of GST.

Replacement participant certificates or statements of attainment

Participant records are held for a minimum of 30 years. Participants are able to access our records system for replacement certificates and statements of attainment.

The cost to the participant for a replacement certificate or statement of attainment is \$110 inc. GST.

Access to past participant records and replacement certificates and statements of attainment are made through the National Education and Compliance Manager, who will forward an application form to the participant.

The Participant will need to complete the required form and include the required identification and payment for the replacement documentation to be forwarded to the participant.

Refund & cancellation policy

Course Cancellations and Transfers

Course Cancellations and Transfers must be notified in writing and include the following information:

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

Upskilled reserves the right to postpone or cancel the training of any participant if it considers there to be an unreasonable attempt by the participant to complete required assessments in order to achieve the qualification.

Cancellations

- Notifications received 5 days prior to commencement date will not incur a cancellation fee.
- Notifications received after the required notice period but before commencement date may incur a cancellation penalty of 50% of the course fee.
- Notifications received after the commencement date may incur a cancellation penalty of 100% of the course fee.

Upskilled reserves the right to apply administrative processing fee of \$250 for any refund.

Transfers

- Notifications received 5 days prior to commencement date will not incur a transfer fee.
- Notifications received after the required notice period but before commencement date will automatically incur an administrative fee of \$250.
- Notifications received after the commencement date will automatically incur an administrative fee of \$250.

Upskilled recognise that there are circumstances which make it necessary for its participants to cancel their enrolment or defer their participation in a course of study. Upskilled's Refund Policy details the procedure in this case.

Upskilled may in its absolute discretion, refund some or all course fees where it determines that there are extenuating or compassionate circumstances. Refund for part course fees will be calculated on a pro-rata basis on the booking price. The pro rata will not include the enrolment fee which is a portion of fees not

eligible for refund. E.G. if a participant completes only 50% of the course, then they would be eligible for a 50% pro rata refund.

In the below outlined cases and when course fees have been received by Upskilled, a full refund of all payments will be issued:

- Upskilled make a preliminary assessment of a participant's eligibility to enrol in courses under the New Apprenticeships Arrangement in good faith. The final decision that is made by an Australian Apprenticeships Centre (AAC) consultant finds that the participant is deemed to be ineligible.
- Upskilled have cancelled a course prior to commencement.
- Upskilled CEO sympathetically reviews any extenuating circumstances of applications for refund under the refund policy by any participant.

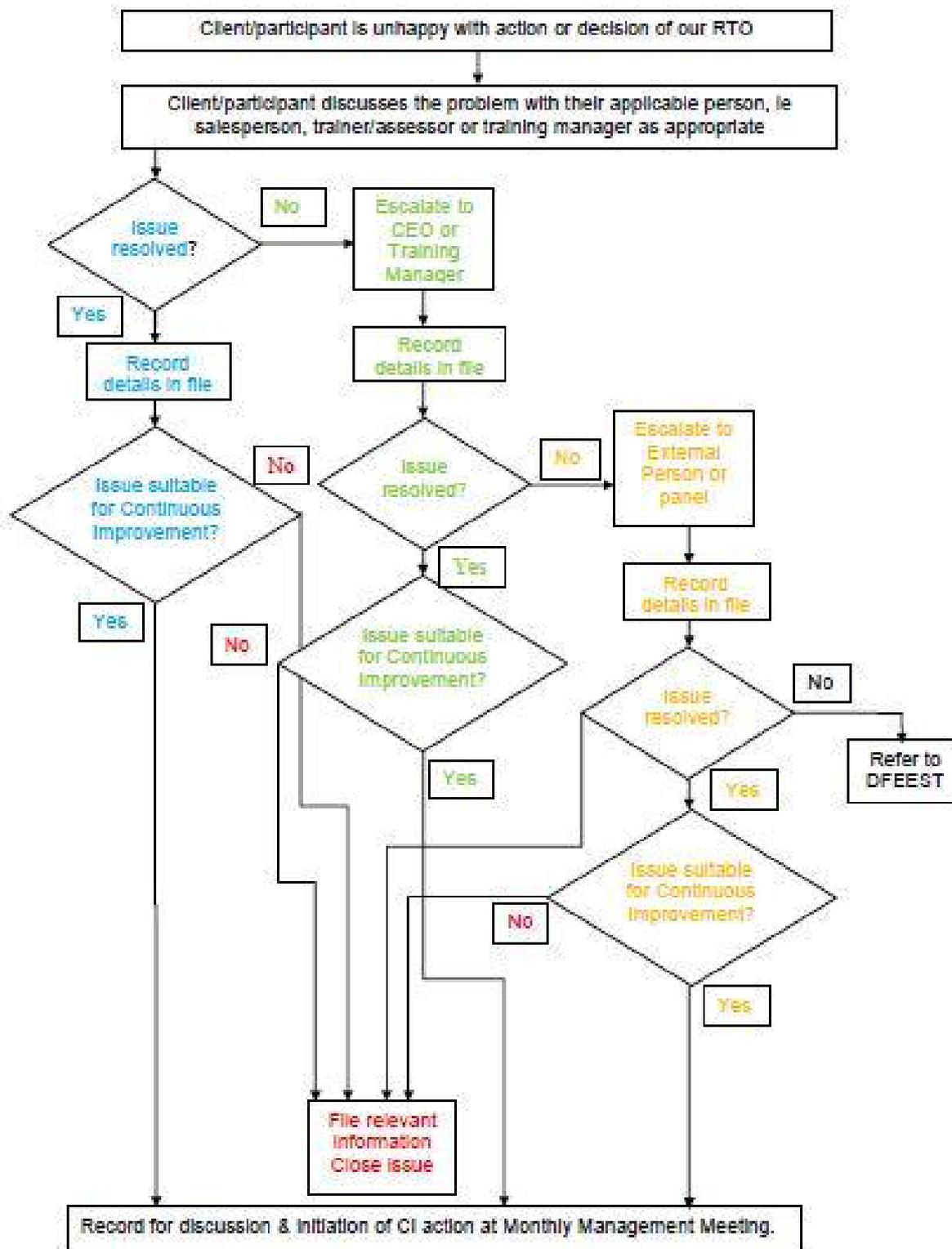
Approved applications for refund will be processed with fourteen (14) days of notice. All applications for refund will be reviewed and authorised by the CEO.

Note: Participants will not be entitled to a refund of any course fees if they are removed from the course for any breach of the Upskilled 'Participant Behaviour Policy' or other serious misconduct.

Any participant grievance or complaints in regard to cancellation or transfers are to be submitted to the RTO manager/CEO as per the Upskilled grievance policy.

Client appeals and complaints

Flow Chart Representation:



Further information required?

Contact one of our Education Managers for further details on course costs and funding assistance options.

Phone: 1300 00 99 24

Email: info@upskilled.edu.au

Web: www.upskilled.edu.au