



# Upskilled Student Handbook

Version 5.3

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## A. Introduction to Upskilled

Welcome to Upskilled and the start of your journey to the career you love! At its core, Upskilled is committed to exploring the educational opportunities made possible through online learning. The two virtues of learning in the digital world - instant access to knowledge and flexibility - are unprecedented, but so is the challenge they propose. A new kind of Student demands a new way of learning.

It's a challenge we answer by listening:

- to the industry when it details the expertise graduates will require to thrive in that environment, and
- to our passionate course educators when they pioneer new methodologies to make our virtual environment more supportive, interactive, and engaging; and
- to our Students who proactively seek to take charge of their professional development.

### 1. About Upskilled

Upskilled Pty Ltd (RTO 40374) is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority to deliver Vocational Education and Training Services. The qualifications we deliver, and award are part of the Australian Qualifications Framework and are Nationally Recognised Training (NRT) qualifications, which are recognised across Australia.

Upskilled offers Certificate, Diploma and Advanced Diploma level qualifications in Information Technology, Business and Community Services sectors, visit our website <https://www.upskilled.edu.au/> for further information.

### 2. About This Student Handbook

Upskilled has created this handbook to guide your learning experience. We want to make sure you have all the information you need for study with Upskilled, understand what you can expect from us, and what we will expect of you.

We recommend you take time to read through the information contained in this handbook before commencing your course. As a handy reference, the Student Handbook outlines or refers to our terms, conditions and policies, and may answer questions you may have. In this handbook, you will find detailed information and links to Upskilled policies and guidelines, contact details, resources and forms.

We are excited to have you as a Student and hope that your educational experience with Upskilled is a memorable and enjoyable one. We wish you every success in your learning journey, and we are here to assist your journey.

### 3. Available Upskilled Staff Resources

Upskilled is an online learning provider meaning you can access your learning anytime, anywhere. Though we try to be available to our Students as much as possible, please keep the following in mind:

- Our Education and Accounts teams contact hours are 9:00 am to 5:00 pm (AEST), Monday – Friday
- Our Student Support team contact hours are
  - 8:30 am to 5:30 pm (AEST), Monday – Thursday
  - 8:30 am to 4:30 pm (AEST), Friday
- Upskilled is closed during NSW public holidays
- If you would like to schedule telephone contact with your Program Coordinator, the Education team or Student Support outside of these hours, we encourage you to send an email to [info@upskilled.edu.au](mailto:info@upskilled.edu.au) to arrange a mutually suitable time.

#### Education

- When you start your course, you will be introduced to your Program Coordinator (PC). Your PC is highly experienced in online training and will see you through your entire course. They will serve as your primary point of contact for all education-related enquiries.
- Throughout your course you may be introduced to other Trainers who are experts on the subject matter you are studying. However, your PC will remain your primary point of contact.
- When you submit your assessments, you will receive written feedback from an assessor. Any questions regarding your assessment or assessment feedback should be directed to your PC.
- Your PC will aim to contact you within five (5) business days of your query. Should your PC be on leave or experiencing high workloads, we will keep you informed.
- You can directly contact your PC by:
  - Calling 1300 009 924 to arrange a call back; or by
  - Emailing your PC

#### Student Support

- Our Student Support Team is available to help you for non-academic and administrative queries. They can also answer questions you may have regarding your course progress and completion.
- They will attempt to contact you within five (5) business days of your query.
- Our Student Support Consultants be contacted by:
  - Calling 1300 009 924. Select Option #2
  - Email: [studentsupport@upskilled.edu.au](mailto:studentsupport@upskilled.edu.au)

#### Accounts

- Our Accounts Team is available to help you with any payment and accounts related queries and can be contacted by:
  - Calling 1300 009 924. Select Option #3
  - Email: [ar@upskilled.edu.au](mailto:ar@upskilled.edu.au)

## 4. Amendments to this Handbook and Policies

Upskilled may amend this handbook and related policies from time-to-time. We encourage you to monitor and refer the current version of the Upskilled Student Handbook on the Upskilled website.

## B. Admissions and Enrolment

### 1. Enrolment

- 1.1. The enrolment process may vary depending on the type of qualification you intend to study. The Education Consultant will confirm any pre-requisites that are required for entry to the course in which you are interested.
- 1.2. Information on the fees and charges relating to your proposed course of study will be provided to you at the time of enrolment.
- 1.3. Once the enrolment form and other required documentation has been completed and submitted, you will be invited to complete a language, literacy and numeracy assessment, to help guide your enrolment into the most appropriate qualification level.

### 2. Course Fees

- 2.1. Your Total Course Fees will be itemised in two parts: 1) the Course Advisory and Onboarding Fees, and 2) the Tuition Fees.
- 2.2. The Course Advisory and Onboarding Fees are up to \$1,250, this includes the provision of course advisory services, access to student resources, Student Administration and Support, and access to the learning management system and other related platforms. This will be made available to you during the time period mentioned in [Course Time Limits](#).
- 2.3. The Tuition Fees is the balance between the Total Course Fees and the Course Advisory and Onboarding Fees.
- 2.4. Any Total Course Fees under \$1000 will be invoiced against the Course Advisory and Onboarding Fees.
- 2.5. The details of Total Course Fees will be available to you on the Tax Invoice issued by Upskilled.

### 3. Unique Student Identifier

- 3.1. All individuals undertaking Nationally Recognised Training (NRT) require a Unique Student Identifier (USI). A USI allows students to link their academic records to a secure portal for the qualifications gained regardless of the RTO.
- 3.2. Upskilled as an RTO cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.
- 3.3. If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information on how to create a USI.



## 4. Payment Options

- 4.1. Upskilled offers several payment options, including payment by instalments. Please refer [Payment Options](#) for further details.
- 4.2. Upon signing the Enrolment Form, you are committed to paying the Total Course Fees, unless you cancel your course within the Cooling Off Period.
- 4.3. We encourage you to take time to read the Terms and Conditions section in [Payment Options](#) if paying by Instalments through Upskilled.

## 5. Confirmation of Enrolment

- 5.1. In some cases, Students may require a Confirmation of Enrolment for organisations such as Centrelink, in these instances, Upskilled will evaluate the level of Student engagement, interaction, and participation activity, prior to issuing such a confirmation.
- 5.2. Any Student enrolled in a course must demonstrate meaningful commencement in learning and assessment, engagement, interaction, and participation relevant to the Unit of Competency (UOC), which must exceed initial login and browsing of learning and assessment materials for Upskilled to consider the Student as actively engaged and participating in the course.

## 6. Recognition of Prior Learning (RPL)

- 6.1. Upskilled recognises that Students may have acquired vocational skills from various sources, other than formal training.
- 6.2. In accordance with NVR Standards, Upskilled offers students the opportunity to apply for and gain RPL by providing valid, sufficient, current and authentic evidence to ensure no reduction in the quality or integrity of the AQF qualification.
- 6.3. Students who believe they can demonstrate the required skills and knowledge in a Unit of Competency or qualification are encouraged to apply for credit transfer or RPL before commencement of their studies, to have their skills and knowledge assessed.
- 6.4. Students can make an application for Recognition of Prior Learning at any time during the training program, by requesting an RPL Course Kit from the Student Support team.
- 6.5. The stated assessment outcomes in competency-based courses for Recognition of Prior Learning will be RPL.
- 6.6. Please see the [RPL Process](#) for more information.

## 7. Credit Transfer

- 7.1. Credit Transfer means credit towards a qualification granted to Students based on competency outcomes gained through participation in a nationally recognised training package qualification with another Registered Training Provider, as outlined in NVR Standards.
- 7.2. Upskilled will recognise all Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other registered training organisations, and where appropriate could be used to reduce the training program.
- 7.3. Students can request the Credit Transfer application from the Student Support team.

- 7.4. As part of the Credit Transfer application process, students must provide a certified copy of the original AQF certification, including the transcript, with the signed credit transfer application.
- 7.5. Alternatively, Students can give Upskilled permission to directly view a USI transcript online via the USI transcript Service (<https://www.usi.gov.au/>), in coordination with Student Support. However, students will still be required to submit relevant documents as above.
- 7.6. All credit transfer applicants must give signed permission to enable Upskilled to verify any qualifications with the original issuing party.
- 7.7. You may be eligible for a reduction in Total Course Fee if Upskilled grants a Credit Transfer. Please speak with your Education Consultant for further details.
- 7.8. Disclosure of Credit Transfer prior to Course Commencement or at time of enrolment will not incur an administrative fee. An administrative fee of \$50 per UOC will be charged if the credit transfer application is made post course commencement.

## 8. Language, Literacy and Numeracy

- 8.1. Each Training Package sets a minimum requirement in learners' language, literacy, and numeracy skills, with which Upskilled must abide.
- 8.2. Upskilled makes appropriate concessions for language, literacy, and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of the assessment.
- 8.3. As part of the enrolment process, you will be invited to complete a Language, Literacy and Numeracy (LLN) assessment, this will help us to identify any areas in which additional support may be required and Upskilled capacity and capability to support additional support requirements.
- 8.4. Your LLN results may impact your eligibility to enrol into an Upskilled qualification.
- 8.5. You are required to complete your LLN within fourteen (14) business days of paying your Enrolment Fees. If you are unable to complete your LLN within the stipulated time period, Upskilled will cancel your course and you will remain liable for \$500 in administrative costs.
- 8.6. Please speak with your Education Consultant for further details.

## 9. Support to Students with Special Needs and Disabilities

- 9.1. Upskilled promotes, encourages, and values equity and diversity for Students. At Upskilled, we actively work to ensure services are provided fairly and equitably to all Students, free from bias. At the time of enrolment, we will invite you to disclose if you require adjustment to complete your course. For example, you might require adjustments due to disability or medical condition. Be assured, all personal information will be handled confidentially and that these questions are only asked for the purposes of being able to offer support and arrange reasonable adjustments.
- 9.2. Upskilled is committed to providing flexible learning and assessment options, as part of this, we will consult with you to provide advice and information on the suitability of the course, any special physical or cultural requirements for the course, reasonable adjustments that can be made, and support that is available. We may also ask students to provide documentation from a medical or other health professional to help guide this process.
- 9.3. Learning challenges may include, but are not limited to:
  - a. language challenges,



- b. literacy challenges,
  - c. numeracy challenges,
  - d. computer literacy challenges,
  - e. system access challenges,
  - f. physical challenges,
  - g. cultural challenges,
  - h. workplace and study environment challenges.
- 9.4. Disability: the definition of disability under the Disability Discrimination Act is intentionally broad, it includes:
- a. physical disabilities,
  - b. intellectual disabilities,
  - c. psychiatric disabilities,
  - d. sensory disabilities,
  - e. neurological disabilities,
  - f. learning disabilities
  - g. physical disfigurement,
  - h. the presence in the body of disease-causing organisms.
- 9.5. During the enrolment stage, Upskilled will ask prospective students to disclose on their enrolment form any disabilities or specific learning requirements that may impact their ability to undertake the course. If a Student discloses any learning challenge or disability, the enrolment will be reviewed by the appropriate Upskilled delegate, who upon review, will determine whether enrolment can be supported. If Upskilled approves a Student's enrolment, the student will be provided with a support plan.
- 9.6. Upskilled will ensure:
- a. All training and assessment policies and procedures incorporate access and equity principles.
  - b. All Students have equitable access to training and assessment benefits irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction.
  - c. Upskilled will conduct all nominations and enrolments into training courses and programs ethically and responsibly, ensuring fairness and compliance with Equal Opportunity legislation.
  - d. All Students have equitable access to training resources, facilities, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.
  - e. Once a Student with a disability or learning challenge has been enrolled, Upskilled commits to reasonable support of their learning journey.

- 9.7. After enrolment, if a Student advises the Student Support team, or their Program Coordinator, of an undisclosed learning challenge or disability affecting their study, they will be contacted by Student Support to obtain further information, an Upskilled delegate will make a determination of organisational capability to support the level of additional support that may be required or provided.
- 9.8. The Faculty Head will assist students who require additional support in establishing reasonable adjustments in support plan development and monitoring.
- 9.9. Reasonable adjustments may be provided for Students with disability or learning difficulty/s according to the nature of the disability or difficulty.
- 9.10. Reasonable adjustments are made to ensure a Student is not presented with barriers to demonstrating achievement in the study program.
- 9.11. Reasonable adjustments may include educational support and alternative methods of assessment, such as oral assessment.
- 9.12. Reasonable adjustment will not compromise the level of competence in any unit of competence, and the integrity of the qualification will not be impacted.
- 9.13. Students with a disability are required to have the ability to fulfil the core requirements of the Units of Competence to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented.
- 9.14. Upskilled may not always be able to provide reasonable adjustment due to costs or resource requirements outside of our capacity, or inability to meet course requirements.

## 10. Cooling off Period, Cancellations, Transfer, Withdrawals and Refunds

- 10.1. Please refer to the [Cooling-Off Period, Cancellation, Transfer, Withdrawal and Refund Policy](#)

## C. Learning with Upskilled

### 1. Welcome Contact and Logging In

- 1.1. You will receive a “*Welcome to Upskilled - Login Details*” email. This email will give you log in details to MyUpskilled, Upskilled’s online Learning Management System (LMS) and other important information. Please keep a copy of this email for future reference.
- 1.2. At the time of enrolment, you will be invited to attend an orientation session. Upskilled highly recommends you attend this session as this is where important learning and course information will be shared.
- 1.3. Students can request Student Support to resent their login details by emailing: [studentsupport@upskilled.edu.au](mailto:studentsupport@upskilled.edu.au)
- 1.4. For more information on pre-course requirements: <https://www.upskilled.edu.au/faq/Student-faqs/pre-course-requirements>

## 2. Upskilled Student FAQs

- 2.1. This is your online Student resource, which answers many of our Student frequently asked questions (FAQs). It is also a useful repository for study tips with links to our Student Handbook, forms and other policy documents you might need to reference, which can be found here:

<https://www.upskilled.edu.au/faq/Student-faqs>

## 3. Training Plan

- 3.1. Your Training Plan is a document which outlines details of each Unit of Competency (UOC) you are required to complete, Start and End dates of your course, the delivery sequence, timeframes to complete each UOC, and other important information.
- 3.2. Upskilled references your Training Plan to ensure your satisfactorily progressing in your course.
- 3.3. Your Training Plan will be sent to you via email, it is essential that you fill, digitally sign, and submit this document and return this document as quickly as possible.
- 3.4. If Upskilled does not receive your signed Training Plan within ten (10) business days of the email date, Upskilled will suspend access to MyUpskilled until the completed and signed Training Plan is received.
- 3.5. Upskilled recommends that you print and retain a copy of the Training Plan for your reference, as your course duration and course expiry date is clearly defined in the Training Plan.
- 3.6. To discuss or request a copy of your Training Plan:  
email: [studentsupport@upskilled.edu.au](mailto:studentsupport@upskilled.edu.au)

## 4. Students on a Traineeship

- 4.1. If you have been signed to an Apprenticeship/Traineeship Contract by your employer, your understanding is required in the following:
- a. This is a legally binding agreement between yourself, your employer and the applicable state training authority, and
  - b. You commit to learn and work to develop the skills and knowledge required, and
  - c. You commit to undertake the training delivered to you on the job, and
  - d. You commit to study and undertake all learning and assessments assigned in your Upskilled course, and
  - e. You commit to comply with the terms and conditions of your contract, including scheduled start and end dates.
- 4.2. Your employer's obligations under the training contract include:
- a. Employ and train as agreed to in the training contract and Training Plan, and
  - b. Provide appropriate facilities and assign competent supervision in the workplace to assist in the training stipulated in the training plan, and
  - c. Allow workplace time to attend to studies and training.

## 5. Learning Materials

- 5.1. Your course learning materials will include Upskilled's online learning resources and may include:
- Learning activities
  - Case studies
  - Recommended reading material
  - Videos, online tutorials, webinars, and/or virtual classrooms
  - Research activities
  - Practice activities

## 6. Course Time Limits

- 6.1. Upskilled expects Students to consistently progress so that they can complete their course by the Course End Date indicated on the Training Plan.
- 6.2. All courses will expire on the Course End Date stated in the Training Plan. Upskilled will cancel the Student's enrolment unless granted an extension as per the [Course Extension Policy](#).

## 7. Course Extension Policy

- 7.1. Students who are unable to complete their course by the Course End Date may request a Course Extension, as per the conditions below.
- 7.2. When unforeseen circumstances occur, Upskilled may grant Course extensions beyond the Course End Date to a maximum of sixty (60) calendar days with no additional fee. It is important to note that this will be at the discretion of Upskilled and determined based on course progression at the time of extension request.
- 7.3. Please note that Upskilled's ability to grant an extension on Courses that are superseded is limited.
- 7.4. Any extensions beyond sixty (60) calendar days will incur an additional monthly fee of \$300.
- 7.5. Course extensions can be for a maximum period of one hundred and eighty (180) calendar days from the Course End Date
- 7.6. In extenuating circumstances, a Student can request a free extension for more than sixty (60) calendar days by submitting a [Special Consideration Application Form](#).
- 7.7. Students must request for Course Extension within ninety (90) calendar days before the Course End Date. Requests for Course Extensions prior to ninety (90) calendar days will not be considered.
- 7.8. Request for Course Extensions should be made to the Student Support Officer and are where they are paid or free extensions are not guaranteed and are subject to Upskilled approval.

## 8. Course Progression Policy

- 8.1. A student must regularly log in and undertake their learning to sufficiently progress through their course and complete by the Course End Date.

- 8.2. The Student is responsible for their own course progression as set out in the training plan and is required to use self-initiative by being proactive in reaching out to the Program Coordinator or Student Support Officer should any difficulties be encountered.
- 8.3. Upskilled will support the Student to progress through the course by regular contact through various communication channels such as emails, phone calls, SMS etc.
- 8.4. Upskilled recommends Students to follow their Training Plan to ensure that their course is completed by Course End Date.
- 8.5. If the Student has not logged into MyUpskilled for over 45 consecutive days, it is considered a Lack of Activity. If the Student has not submitted an assessment for more than 60 consecutive Days, it is considered a Lack of Progression. In the case that Upskilled is unable to establish contact with the Student over a period of 90 Days after at least 3 attempts over this period, the Student is considered as Not Contactable.
- 8.6. Upskilled considers a student with a Lack of Activity, a Lack of Progression, or a Not Contactable Student as 'at high risk' of not completing their course as outlined in their Training Plan. Upskilled reserves the right to cancel a Student due to any of these reasons. Please see the section titled Cancellations of Student's enrolment by Upskilled in the [Cooling-Off Period, Cancellation, Transfer, Withdrawal and Refund Policy](#).

## 9. Do Not Contact Temporarily

- 9.1. In certain circumstances such as but not limited to travelling overseas, work commitments etc. A Student can request not to be contacted temporarily by the Student Support Officer or the Program Coordinator.
- 9.2. The Student can make this request to the Student Support Officer through email or phone.
- 9.3. Upskilled can grant this request only after the Welcome Call from the Student Support Officer and the initial Program Coordinator contact had been made. It can only be for a temporary period with a maximum of sixty (60) calendar days.
- 9.4. A Do Not Contact (DNC) request will not be granted if the Student does not want to be contacted because:
  - a. they are dissatisfied with the assigned Student Support Officer or Program Coordinator, or
  - b. they do not agree with the Upskilled support model (e.g. regular contact with Students for support and course progression), or
  - c. they do not want to be called by the finance department/debt collectors to collect outstanding fees.
- 9.5. If Upskilled grants the Student's request for DNC, the following still applies:
  - a. The Student is required to complete the course by the Course End Date, and
  - b. The Student continues to have access to MyUpskilled, and
  - c. The Student continues to receive marketing emails, and
  - d. The Student continues to receive emails regarding important course information affecting their enrolment, and
  - e. Upskilled reserves the right to contact the Student for payment related matters.

## 10. Course Updates

- 10.1. Upskilled regularly reviews all courses to make sure they are up-to-date, relevant, and in-line with Industry and regulatory requirements. Updates to course materials and assessments during your studies may occur as a result.
- 10.2. Upskilled will notify the Student of any significant changes to course materials fourteen (14) calendar days before implementation.

## 11. Superseded Courses and Course Transitions

- 11.1. From time to time, qualifications and units of competency (UOC's) are changed due to training package changes and statutory requirements.
- 11.2. When qualifications or Units of Competency (UOCs) are changed, amended or upgraded, the 'old' qualification/UOC is called 'superseded'.
- 11.3. If your qualification or some of your UOCs become superseded during your course duration, you are required to complete the existing qualification by the Course End Date or the teach-out date for the qualification whichever is earlier.
- 11.4. For instances when a Student's Course End date is after the Teach-Out Date:
  - a. If eligible, Upskilled will transfer the Student to the new qualification once the new qualification is on the Upskilled scope of registration. This process is called 'transitioning.'
  - b. In case of transitioning, there will be no administrative fee.
  - c. If Upskilled is unable to add the new qualification on scope, we will endeavour to transfer the Student to an RTO offering the new qualification.
  - d. If Upskilled is unable to transfer a Student to a new qualification at Upskilled or another RTO, it will refund the fees paid by the Student.
- 11.5. All training and assessment must be finalised within the timeframe specified under the Australian Qualifications Framework (AQF).
- 11.6. Students wishing to enrol in a qualification in its transition period will be offered information about the new course to make an informed decision before enrolment.
- 11.7. Upskilled will issue a certificate or statement of attainment where applicable.

## 12. Work Placement

- 12.1. Work placement is a mandatory assessment requirement with recommended minimum hours for specific qualifications. Upskilled will notify Students if their course has such a requirement before enrolment.
- 12.2. Work placement involves students applying the skills and knowledge learned during the course duration to a real-life workplace after they have completed all the theory assessment tasks. Students are required to be supervised by a Workplace Supervisor nominated by the host organisation. Work placement is designed to provide students with the opportunity to gain valuable insight into the Industry and provide students with a secure and safe environment, enabling them to further the knowledge and skills required in the job roles that their course is preparing them.



- 12.3. Students are required to source for the suitable host organisation to support their work placement. However, students can also access the Upskilled Work Placement Officer's assistance if they are unable to locate a suitable host organisation. Students are required to provide Upskilled with a list of host organisations who have rejected their requests for work placement.
- 12.4. There are several clearance checks required by Upskilled and host organisations, such as a Working with Children Check or a Working with Vulnerable People Check (ACT and TAS), and National Police Check.
- 12.5. Clearance Checks - State Requirements:

State	Requirements
NSW, VIC, QLD, SA, NT, WA	Working with Children Check National Police Check Curriculum Vitae Cover Letter
ACT, TAS	Working with Vulnerable People Check National Police Check Curriculum Vitae Cover Letter

- 12.6. Fees may apply for some of the checks. Students must apply for the relevant checks and submit the approved checks via MyUpskilled within the first sixty (60) calendar days from the Course Start Date. Students must also provide their curriculum vitae (cv) and cover letter.
- 12.7. Upskilled reserves the right to transfer the Student to another course in which work placement is not a mandatory assessment or cancel the Student's enrolment if a student is unable to obtain and submit the required clearance checks.
- 12.8. Upskilled is required to uphold a host organisations' internal policies and procedures. This may mean that the host organisation may request a student to provide an up-to-date immunisation history indicating proof of vaccination against COVID-19 and/or other infectious diseases before starting their work placements. Students are encouraged to talk to their Work Placement Officer for details regarding their specific situation.
- 12.9. Students who successfully identify and obtain agreement from a host organisation to support their work placement are required to complete the Work Placement Agreement form and submit it via MyUpskilled for approval. Please note that Upskilled must approve the Work Placement Agreement before students can commence their work placement.
- 12.10. An Upskilled Assessor will liaise with the host organisation's Workplace Supervisor to review and validate the Student's practical skill ability. Upskilled will record this conversation, and where possible, practical skills will be simulated or assessed by the Program Coordinator via video link.

## 13. Certification

- 13.1. Upskilled will issue the Australian Qualifications Framework (AQF) qualification certification and/or Statement of Attainment documentation within thirty (30) calendar days of the learner having successfully completed all course requirements, including:

- a. successfully completed all qualification and UOC requirements and work placement (where applicable), and
  - b. Qualification testamur issuance will require all UOCs to be competent in all your areas of study, and
  - c. meeting all your financial obligations, and
  - d. having obtained a Unique Student Identifier (USI).
- 13.2. The Australian Qualifications Framework (AQF) certification documentation may consist of either:
- a. **A Testamur:** Students who successfully complete all course requirements will be issued with a certificate of completion, and
  - b. **A Record of Results:** for Nationally Recognised Training qualifications only. This record follows AQF guidelines and is a list of the competencies you have achieved, or
  - c. **A Statement of Attainment:** when an individual has completed one or more units of competency from a Nationally Recognised Training qualification.
- 13.3. Students can request an additional copy of the certificate or statement of attainment to their Student Support Officer. An administrative fee of \$100 applies for each request.

## D. Assessments

### 1. Background

Assessments are an essential part of the course and must be completed successfully to progress through the course and receive your qualification. Upskilled's assessment system is designed to ensure Students are assessed under the regulator's Principles of Assessment and recognises individual Students and courses may require various assessment types, including Recognition of Prior Learning (RPL).

These assessments are integral to your learning experience and help you consolidate and integrate new knowledge and develop practical skills by gathering, consolidating, and discussing evidence about your learning.

To be awarded a Nationally Recognised Qualification, you must demonstrate that you have achieved competency in all aspects of the qualification. Evidence of competence is assessed through assessment tasks that have been set up in MyUpskilled (LMS), our online Learning Management System (LMS), and for some courses, workplace assessment is required.

Competency is the ability to apply knowledge and skills to meet a particular standard of performance required in the workplace and transfer and apply those skills and knowledge to new situations and environments.

If there is any question of competency being achieved, your Program Coordinator may request you to complete a supplementary assessment to confirm their judgement.

## 2. Types of Assessment

- 2.1. **Knowledge Quiz:** These are positioned throughout the course to assess your understanding of the taught knowledge. These are in the form of questions requiring answers and are submitted within MyUpskilled (LMS).
- 2.2. **Written Assessments:** These may include short answers, essays, scenarios, case studies, presentations or other written accounts of tasks or activities.
- 2.3. **Video or Audio Based Assessments:** Students may be required to record themselves and others, undertaking a defined scenario or role-play demonstrating skills developed during the study.
- 2.4. **Verbal Assessments:** Students may have structured interviews with their Program Coordinator. The nature and scope of the assessment will be provided before the assessment.
- 2.5. **Role Plays:** Some assessment tasks require the completion of a recorded (video or audio) roleplay(s) to fulfil the assessment requirements of units within the qualification. As part of the oral presentation skill requirement, students will need to invite one or two participants (in addition to the student) to complete the assessment task. Students are expected to source their own participants to participate in role plays.
- 2.6. **Workplace Assessments:** Workplace assessments are a core part of Structured Workplace Learning for some courses. Information about workplace assessment requirements will be made available on MyUpskilled (LMS).
- 2.7. **Recognition of Prior Learning (RPL):** RPL uses evidence from formal, non-formal and informal learning rather than from specific assessment activities directed by Upskilled. This evidence is often combined with assessment activities sometimes known as 'challenge testing'. RPL assessment is conducted with the same rigour as any other form of assessment. Where gaps are identified in the RPL process, the RPL assessor will ask for additional evidence. Please see our [RPL process](#) for more information.

## 3. Submitting Assessments

- 3.1. You will be provided instructions on how to submit your assessments in MyUpskilled (LMS). Please read through the instructions in detail before making any attempt at submitting an assessment.
- 3.2. If you have any concerns or questions about assessment submission, you can contact your Program Coordinator.

## 4. Plagiarism/ Unoriginal work

- 4.1. Plagiarism is the act of presenting other people's words, ideas and creations and passing them off as the students own, without clear acknowledgement of the source of the work or ideas. This may include but is not limited to:
  - a. information taken from any material provided to Upskilled learners;
  - b. policies, procedures, templates etc. that the learner has access to or may use as part of their day-to-day work function(s) and was not developed solely by the individual learner;
  - c. unreferenced information sourced from independent research undertaken by the learner, regardless of the source of the information;

- d. unauthorised collusion with another person in the preparation and/or completion of any assessment activity.
- 4.2. Electronic and other plagiarism detection tools are used on Upskilled systems, to scan for text matching and detecting plagiarism.
- 4.3. Plagiarism can happen intentionally or unintentionally. Students are required to always provide a reference whenever information is included from other sources in their work.
  - a. Upskilled does not tolerate plagiarism under any circumstance and uses plagiarism checking software for all submitted assessments. If a Student is found plagiarising or submitting work which is not original, the following process will be followed: At the first occurrence, Upskilled recognises that a student may unintentionally have included unoriginal work in an assessment submission, the Student will be notified and will receive one attempt to rectify their work.
  - b. At the second occurrence, the Student will receive a written warning from an Upskilled Representative and given five (5) business days to provide a written explanation. If no explanation is provided within the stated time frame or the explanation provided is not found adequate, the UOC will be marked as Not Competent (NC) and there will be no opportunity for rectification.
  - c. If there is a third occurrence, the Student will receive a written communication from the Head of Faculty and be asked to provide a written explanation within five (5) business days. If no explanation is provided within the time frame or the explanation provided is not found adequate the Students enrolment will be cancelled.
- 4.4. Any person who knowingly aids another person to commit plagiarism shall be dealt with as if they had committed plagiarism.
- 4.5. Electronic and other plagiarism detection tools are used on Upskilled systems.
- 4.6. If Upskilled has cancelled a Student's enrolment due to the above, the course cancellation policy will apply and the student will continue to be liable for their Full Course Fees. Please see the section titled Cancellations of Student's enrolment by Upskilled in the [Cooling-Off Period, Cancellation, Transfer, Withdrawal and Refund Policy](#).

## 5. Assessment Marking and Feedback

- 5.1. Your assessments should be marked within ten (10) business days, where you will also be provided with feedback.
- 5.2. If you need further clarification, you should contact your Program Coordinator (PC), who can help you understand the assessment feedback.

## 6. Assessment Judgement

- 6.1. The completed Unit of Study assessment-based outcomes are:
  - a. Competent (C) - when the Student can demonstrate competency in all assessment outcomes
  - b. Not Competent (NC) - when the Student has not yet demonstrated competency in all assessment outcomes

- 6.2. A Student is deemed to be Competent when all assessment outcomes, including work placement where relevant, have been completed satisfactorily to a competent level within a Unit of Competency.
- 6.3. Until that Unit of Competency is marked Competent, individual assessments will be graded as Satisfactory or Not Satisfactory.

## 7. Attempts at an Assessment

- 7.1. If you have received a Not Satisfactory (NS) result on an assessment task, you may submit a second assessment task attempt, once all the required amendments based on the feedback provided have been made.
- 7.2. If a second assessment task attempt is not satisfactory or unsuccessful, you will be graded a Not Competent (NC) result on the Unit of Competency (UOC). In the event of a NC for a UOC, the student may choose to re-enrol in the UOC at the end of their course for an additional tuition fee(s).
- 7.3. Upskilled may cancel the Student's enrolment should it be determined that the Student has made excessive non-genuine assessment attempts. There will be no refund given in this scenario. Please refer to the section titled Cancellations of Student's enrolment by Upskilled in the [Cooling-off Period, Cancellation, Transfer, Withdrawal and Refund Policy](#) for further details.
- 7.4. Upskilled is not obliged to provide a student more than one attempt at an assessment task. However, Upskilled will allow for two (2) attempts (at most) per assessment task, allowing a student an opportunity to respond to constructive feedback on assessment submissions.
- 7.5. In unforeseen or extraordinary circumstances, if deemed warranted by the Program Coordinator or Faculty Head, a further attempt may be allowed on a case-by-case basis.

## 8. Appealing an Assessment Decision

- 8.1. In the event you disagree with an assessment task judgement or result, we encourage you to seek feedback from your Program Coordinator (PC). In the event you remain dissatisfied with the PC response, you are entitled to request an assessment submission review by an independent assessor.

To have your assessment reviewed by an independent assessor, you are required to make a request in writing to Student Support [studentsupport@upskilled.edu.au](mailto:studentsupport@upskilled.edu.au), within ten (10) business days of receiving your assessment result.

- 8.2. Once the written appeal has been received, the Faculty Head will review the appeal application and will advise you of the result of the assessment appeal in writing within fifteen (15) business days of submission of your appeal.
- 8.3. If, after review, you are still dissatisfied with the assessment task result, you can escalate the appeal to the General Manager Education, following which this decision will be final, and Upskilled will record the final result in the Student Management System.
- 8.4. A record of all appeals received, and documented outcomes will be stored by Upskilled on its Customer Relationship Management System (CRM). Upskilled will use this information to review its processes and practices.

## 9. Assessment Standards

- 9.1. Upskilled will comply with the assessment guidelines defined in the relevant nationally endorsed Training Package, or companion guides. Upskilled ensures that a vocationally competent assessor determines the competency assessment and that each qualification, and its assessments undergo regular validation reviews. Assessments may be improved from time to time and added to your course to ensure the most up to date assessment activities are being assessed.
- 9.2. Assessments are mapped to part or whole of a unit of competence and being deemed competent (only if all assessment parts for the unit are completed to a competent level), will lead to a statement of attainment or qualification being issued at various exit points of the qualification, depending on these mappings.
- 9.3. Assessments follow the principles of assessment and are:
  - a. Valid – assessment methods will be justified by Upskilled based on the evidence of performance by the individual Student. That means assessments must be against the unit/s of competency and cover a broad range of evidence and demonstrable skills that can be practically applied by the Student in similar situations.
  - b. Reliable – assessment procedures must be reliable; that is, they must consistently interpret evidence from the Student, irrespective of the assessor conducting the assessment.
  - c. Fair – assessment procedures will be fair, to not disadvantage any Students. Assessment procedures will:
    - (i) Be equitable, culturally, and linguistically appropriate, and
    - (ii) involve procedures in which criteria for judging performance are made clear to all Students, and
    - (iii) employ a participatory approach, and
    - (iv) provide for Students to undertake assessments at appropriate times and where required in appropriate locations.
  - d. Flexible – assessment procedures will be flexible; that is, they should involve various assessment methods that depend on the circumstances surrounding the assessment, including the Student's needs and competencies acquired.
- 9.4. We will achieve this through:
  - a. reliable and valid design of assessment tools and through engagement with Industry, and
  - b. validation and moderation of the assessment judgements to confirm Upskilled's assessment system conducted regularly and systematically; and
  - c. an understanding of the definition and practical application of the above definitions.

## 10. Assessment Methods

- 10.1. Our assessments and assessment methods (including simulation) ensure that we focus on the application of the skill and knowledge as required in the workplace, including but not limited to:
  - a. Task skills (doing the job)
  - b. Task management skills (managing the job)
  - c. Contingency management skills (what happens if something goes wrong)



- d. Job-role environment skills (managing your job and its interaction with others around you)
- 10.2. Assessments may be carried out in a simulated work context as advised by the Training Package assessment conditions. We will ensure we assess you in enough detail to ensure that we can determine you have attained competency.
- 10.3. Alternate assessment methods including Reasonable Adjustments may be considered to accommodate special needs or circumstances, see further details in the section [Support to Students with Special Needs and Disabilities](#).
- 10.4. Re-assessment is available on appeal, see further details in the section [Appealing an Assessment Decision](#).

## E. Protecting our Students

### 1. Prepaid Student Fees

- 1.1. To protect fees paid by Students or third parties on behalf of the Student, Upskilled has provided an Unconditional Financial Guarantee.
- 1.2. In the event, Upskilled ceases to operate as an RTO:
  - a. We will advise the students and assist them where possible to enable them to complete their course through other RTOs, and
  - b. We will return any unmarked assessments to the Student, and
  - c. We will issue a certificate or Statement of Attainment (SOA) if all requirements are met for an assessment.

### 2. Privacy Policy

- 2.1. We are committed to protecting the privacy of your personal information. Our Privacy Policy explains how we collect, use, disclose and otherwise handle personal information. It also tells you how you can request access and/or correct the personal information we hold about you, or how to complain about a suspected privacy breach.
- 2.2. Please read Upskilled's full [Privacy Policy](#) for more information.

### 3. Records Retention Policy

- 3.1. Upskilled collects students' personal information for legitimate education activities and over the course of a Student's education creates and maintains records related to enrolment, progress, communications, and certification.
- 3.2. More information on how Upskilled stores and protects your records, including information on how to access your records can be found [here](#).

## 4. Child Safe Environment Statement

- 4.1. Upskilled is committed to the safety and wellbeing of all children and young people accessing our services. Any Upskilled employees with access to Students or Student records are cleared to work with children in volunteer and paid roles.

## 5. Code of Practice

- 5.1. The Code of Practice documents how Upskilled will meet the obligations it has as an RTO to comply with all standards and conditions set out in the Standards for Registered Training Organisations 2015, and as regulated by the Australian Skills Quality Authority (ASQA).
- 5.2. The Code of Practice ensures student's rights as a consumer are protected and that they receive the services detailed in their agreement. You can find more information about our commitment to our students [here](#).

## 6. Third-Party Arrangements

- 6.1. If Upskilled has course-related Third Party arrangements, it will provide details of the third party to the Student.

# F. Behaviour and Code of Conduct

## 1. Harassment and Discrimination

- 1.1. We are required under Australian law to ensure that we provide a workplace and learning environment free from all forms of harassment and discrimination (including victimisation and bullying), so that staff and Students feel valued, respected, and treated fairly.
- 1.2. We will ensure that all our staff understand their roles and responsibilities in creating such a workplace through training, communication, mentoring, and example.
- 1.3. We will ensure all our staff know the processes and procedures for addressing any form of harassment or discrimination.
- 1.4. See our [Harassment and Discrimination Policy](#) for further information.

## 2. Drugs and Alcohol

- 2.1. Upskilled has a zero-tolerance policy on illegal drugs and alcohol. Any person found to be in possession or under the influence of illicit drugs and/or alcohol will be asked to either discontinue contact (if online or on the phone) or leave the premises (if on-site training).
- 2.2. In some cases, prescription drugs will affect your performance. Please discuss this with your Program Coordinator before Course Commencement.

## 3. Discipline

- 3.1. Upskilled attempts to provide training and assessment services in a spirit of cooperation and mutual respect.

- 3.2. If Program Coordinator or other Upskilled personnel experience inappropriate or unacceptable behaviour of a Student (including those outlined in the Harassment and Discrimination Policy, Drug and Alcohol Policy or other Upskilled policies), Upskilled has the authority to:
- Provide a warning to inform the student that their behaviour is inappropriate or unsuitable; or
  - Ask the student to discontinue the session; or
  - In cases of serious misconduct, immediately cancel the student's enrolment. In such a scenario, the student will remain liable for the Full Course Fees and will not be accepted in another course in Upskilled.

## G. Complaints and Appeals Policy, and Procedure

### 1. Complaints

- Upskilled acknowledges that complaints, appeals, and feedback are integral components for our continued and effective improvement as an RTO. We are committed to ensuring any type of feedback regarding the RTO (good or bad), is acknowledged, recorded, reviewed, and actioned in a fair and timely manner.
- Upskilled will take steps to ensure complainants feel empowered to supply a complaint without fear of reprisal.
- For further detail, refer to Upskilled's [Complaints and Appeals Policy](#).

Document Name	Version	Approved	Policy Owner	Effective	Review
Student Handbook	5.3	COO	Head of Compliance & Risk (Education)	01.07.2023	01.07.2024
RTO	RTO 40734 Upskilled Pty. Ltd ABN 14 125 906 676				
Version History	V1.0 – Initial Student Handbook 1.04.2009 V2.0 - Rebranding of Student Handbook 19.09.2018 V3.0 – Significant changes to reflect current statutory requirements 01.11.2019 V3.1- Addition of course fee structure and change of assessment marking times 01.01.2020 V3.2 –Clarification of disclosure requirements for sections 3.1, 3.2 under A. Support students with Special Needs and Disabilities and clarify supporting evidence requirements regarding sections 5.1, 5.2, 5.2c under G. Refunds. V3-2.01 Removal of sixty-day work placement guarantee due to COVID-19 Section 10 Structured Workplace Learning (Work Placement). Correct minor edits. V4: Changes made to available staff resources and Course time Limits. Payment options, course extension policy, extension of CID date, Course deferment, course progression policy, do Not Contact sections added. Cooling off period, Cancellations, refunds made into an independent policy. V5: Changes made to Education central point of contact from Trainer to Program Coordinator, assessment attempts from 3 to 2, admin fee for CT, added clause 14.8 in Work Placement section, clauses 8.4, 8.5 in LLN section, amendment to plagiarism policy, USI details, role play as an assessment method and few other minor edits.				

	V5.1 Onboarding Fees revised from \$1000 to \$1250 V5.2 – Reviewed with no change V5.3 – References to NSW Smart and Skilled Removed.
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