UPSKILLED
PROSPECTUS
2012 | 2013

PROFESSIONAL QUALIFICATIONS
FOR YOU & YOUR STAFF
“At every level, Upskilled is designed to reflect the energy and innovation of its founding principle – ready access to highly effective skills training that serves the professional aspirations of individuals and businesses in every sector of Australian industry.”

Joel Gage
Co-founder & Director
Upskilled is a leading Registered Training Organisation (RTO) that innovates the effective and efficient delivery of vocational qualifications to working professionals, school leavers and job seekers, at certificate and diploma level. As one of the largest Registered Training Organisations in Australia, we partner both with industry and career-minded individuals to secure superior measurable outcomes across the skills training sector.

Tangible Benefits
With Upskilled courses typically delivered in 7 full-day workshops (combined with self-directed learning, assessment, and assignment work), participants are able to accelerate their personal and professional development within a short timeframe. Our qualifications allow individuals to increase productivity and job satisfaction while progressing career prospects and salary expectations.

At industry level, the benefits of skills training are both cultural and bottom-line, with organisations reporting that Upskilled has helped them to:
- Enhance employee capability
- Improve workforce retention rates
- Reduce learning and development outlays
- Achieve overall competitive advantage in the market.

Tailored Specialisations
Upskilled understands that training solutions must be customised to answer the diverse demands of industry. Accordingly, we tailor our nationally accredited programs to ensure that participants access skills learning that targets their particular professional needs.

Upskilled currently offers more than 35 qualifications across 7 key disciplines:
- Administration & Business
- Management
- Project Management
- Sales & Customer Contact
- Information Technology
- Human Resources & Training
- OH&S

Optimum Delivery
To maximise client options, Upskilled practices the organisational agility that it is helping to enhance in the national workforce. We commence over 400 courses annually at more than 70 locations around Australia, spanning every state and territory in both metro and regional areas. Industry-experienced trainers, industry-best course materials, and high quality venues are all synonymous with the Upskilled experience. Many participants have the option of undertaking their skills training online via e-Learning. In addition, Upskilled is a specialist in conducting onsite sessions at company workplaces for even greater convenience.

Tangible Benefits
With Upskilled courses typically delivered in 7 full-day workshops (combined with self-directed learning, assessment, and assignment work), participants are able to accelerate their personal and professional development within a short timeframe. Our qualifications allow individuals to increase productivity and job satisfaction while progressing career prospects and salary expectations.

At industry level, the benefits of skills training are both cultural and bottom-line, with organisations reporting that Upskilled has helped them to:
- Enhance employee capability
- Improve workforce retention rates
- Reduce learning and development outlays
- Achieve overall competitive advantage in the market.

Upskilled trainers are skilled professionals who have attained industry credentials and extensive experience in their respective fields. As practitioners and lecturers, they provide comprehensive support to Upskilled participants at every stage of the qualification process.
UPSKILLED FOR BUSINESS

Enhance employee capability
Around Australia, companies are discovering that choosing Upskilled is a strategic step in the direction of genuine organisational agility. More employees deploying more skills in the pursuit of more positive outcomes for your business.

Improve retention rates
Successful managers already know what the research confirms: staff who acquire new skill sets and expand their range of core responsibilities enjoy better job satisfaction and higher rates of productivity. They also stay in their role for longer and tend to progress within the organisation as opposed to looking elsewhere.

Reduce learning & development outlays
For progressive companies, quality vocational training has always represented a significant investment of resources. However, selecting an RTO such as Upskilled to answer your learning and development needs now brings a host of government funding schemes into play. With incentives often outstripping course fees, you can now participate in these programs at no net cost and with zero risk.

Achieve overall competitive advantage
Upskilled manages the process from enrolment to certification, delivering targeted expertise to employees across the skill sets they truly need to excel in their day-to-day operations. Our training solutions, your improved performance.

UPSKILLED FOR INDIVIDUALS

The skills you need
Upskilled qualifications are shaped by close consultation with industry. The result is superior vocational training that delivers accessible and ultra-relevant expertise, specifically tailored to the intricacies of your discipline.

The delivery you choose
Upskilled conducts workshops in over 70 locations around Australia, in metro and regional areas of every state and territory. This commitment to reach extends beyond geographical boundaries to providing e-Learning options for individuals who prefer an online experience, and to workplaces around the country via onsite training sessions.

The balance you require
Accelerating your career with Upskilled is both a rapid and measured process. Our certificate and diploma programs are typically delivered in 7 full-day workshops over 9 months – a timeframe that brings fast results, but which allows ample time between sessions to complete independent study and assessment. With Upskilled, balancing a new qualification with your work/life commitments is eminently feasible.

The outcomes you deserve
Enhanced job satisfaction, upgraded salary expectations, and improved career prospects – these are direct outcomes commonly reported by Upskilled participants. Our nationally accredited courses are expressly designed to deliver nothing less.

UPSKILLED FLEXIBLE DELIVERY

Upskilled exists to provide superior professional training in ways that enhance the overall educational experience. It is a philosophy that informs each of our three delivery modes, supporting participants in their pursuit of a valuable qualification on their terms.

A location near you
Upskilled’s commitment to maximising participant access has made it one of the few genuinely National RTOs now operating in Australia. Each year we conduct course sessions at over 70 sites around the country – in every state and territory, in both regional and metropolitan locations. Our interactive workshops are led by dedicated trainers, held in quality venues, and driven by industry-best learning materials.

Upskilled classroom courses are typically delivered in 7 x full-day workshops across 9 months (combined with self-directed learning, assessments, and assignment work), so participants are able to accelerate their personal and professional development within a short timeframe without compromising their work or life commitments.

Content meets innovation
Upskilled’s brand of effective professional training now extends to the online realm via our customised range of e-Learning solutions. Designed by Upskilled trainers working in close conjunction with ICT specialists, e-Learning is a unique tool that emphasises the latest interactive possibilities of working in the online environment. E-Learning represents a genuine evolution of older distance education models by virtue of in-built innovations that facilitate real educational exchange between participants and trainer/assessor.

The benefits of e-Learning with Upskilled
• Immediate start
• Individual trainer/assessor support for every participant
• Study at your pace
• Study to your timetable
• Immediate assessment results and detailed feedback
• All qualifications are nationally recognised

Upskilled comes to your workplace
Upskilled is always pleased to explore onsite options for the delivery of training courses. Where participant numbers and client facilities make workshopping viable, our specialist trainers enjoy the opportunity to present and conduct training in the organisational setting where it will be applied. Upskilled has a wide experience of onsite training in a range of business types across many industry sectors. To find out more about onsite options, contact an Upskilled Education Manager today.

“[Participants] consistently exceed expectations and, as a result of the course, have successfully implemented the skills and knowledge into their day-to-day work practices.”

Sami Amad
Advisor, Qantas

“Tony is an excellent lecturer and made the modules easy to understand. I highly recommend Upskilled to any organisation for all their training needs.”

J. Sami
Advisor, Qantas

“In this age of innovation, it is critical to continually learn new skills for application in the workplace. In this respect Upskilled delivers beyond expectation, with teaching that is refreshing, adds value, increases productivity, and enables a higher level of professionalism. I have never looked forward to class so much!”

K. Yarnold
CEO, Slim Dusty Foundation
**UPSKILLED GOVERNMENT FUNDING & INCENTIVES**

At both state and federal level, the government’s commitment to upskilling the Australian workforce has resulted in a comprehensive framework of funding schemes and incentive opportunities. As a result, many Upskilled participants find that their courses are heavily subsidised.

**Why do these incentives exist?**

High quality skills learning at certificate and diploma level is widely acknowledged as integral to maintaining and increasing Australia’s competitive advantage in the global marketplace. Given that enhancing the productivity of the Australian workforce through learning and development is a key responsibility of government, a range of complementary Commonwealth and state-based schemes now serve to fund or subsidise the upskilling of employees across all industries.

**MAJOR SCHEMES INCLUDE**

- Australian Apprenticeships Incentives Program
- The Productivity Places Program (PPP)
- The Strategic Skills Program (SSP)
- User Choice
- Investing in Experience - Skills Recognition & Training (Over 50’s funding)
- National Workforce Development Program
- Skills for All (SA only)

**Eligibility**

Incentives are generally restricted to Australian Citizens, Permanent Residents, or NZ Passport holders with more than 6 months’ residence. Beyond this, eligibility requirements differ between schemes, with varying degrees of detail and complexity. For this reason, Upskilled operates as an industry specialist to monitor ongoing changes in the funding framework, and works closely with relevant government agencies and Australian Apprenticeships Centres* to help facilitate the implementation of incentive and funding opportunities as they arise.

**ACT NOW!**

The shifting nature of government policy means that the funding and incentives landscape is subject to rapid changes. At present, prospects for subsidised L&D upskilling are extremely favourable; Upskilled recommends that organisations act now in order to maximise existing opportunities.

*Eligibility for traineeships & User Choice is determined by an Australian Apprenticeship Centre. Further information can be found at www.australianapprenticeships.gov.au

**UPSKILLED CAREER OUTCOMES**

Upskilled qualifications make for highly attractive additions to any CV. In competitive labour markets, employers actively seek out the career-minded self-starters whose capacity for successful independent study demonstrates personal resources that every business needs: initiative, application and vocational expertise.

**Your passport to professional acceleration**

Upskilled participants report that their experience of superior vocational training translates directly into an increased sense of professional confidence and enhanced bottom-line performance. They are typically tasked with fresh responsibilities as a result of the broadened skill sets they bring back to their role, paving the way for internal promotion and improved salary expectations.

For those who seek to make a lateral move between different industry sectors, Upskilled qualifications serve as an invaluable tool for enabling the transition - one that speaks loud and clear to potential employers. Finally, those who aspire to the next rung within their existing profession routinely use an Upskilled certificate or diploma as crucial leverage to do so. Regardless of your circumstances, the right Upskilled qualification will add a powerful new dimension to your professional self.

**Explore dual certification**

In certain cases, where content is common to two related qualifications, it may be viable to earn both with only a minimal added outlay of time and expense. For example, participants who work towards a Certificate IV in Business Administration often leverage their progress to earn a Certificate IV in Frontline Management simply by undertaking an additional Unit of Competency. Dual certificates and diplomas are an outstanding way to make the most of your Upskilled experience and further reinforce professional development. Your Upskilled Education Manager can detail your dual certification options during the application process.

**Pathways to University**

Many participants take the opportunity to leverage their experience of an Upskilled qualification to pursue further education at a leading Australian University. It’s just one more reason to broaden your personal and professional horizons by enrolling with Upskilled.

Best of all, Credit Transfer Agreements signed between Upskilled and its partner universities mean that diploma participants will meet the entry requirements to a number of leading degrees in the disciplines of commerce, business, and ICT. Successful completion of relevant diplomas also attracts a designated number of credit points towards a bachelor’s degree, in some cases slicing an entire year off the degree program.

(Note – in the absence of Credit Transfer Agreements, individuals are subject to uncertain application processes at tertiary level, with standing for previous study determined on a case-by-case basis. At the same time, Upskilled diplomas are recognised by every university in Australia for entry and credit transfer purposes.)

**Turn your Upskilled diploma into a bachelor’s degree**

Below is a selection of Upskilled’s current partner universities. For a full listing of our Credit Transfer Agreements and the latest news about our tertiary partnerships, please visit upsckilled.edu.au
Upskilled’s commitment to participant access and national reach has made it one of Australia’s fastest-growing RTO’s. Simply contact us with your location and training requirements, and we’ll tailor a course structure that suits your needs at a site that is convenient for you.

Upskilled selects training sites with a view to ensuring an optimum learning environment for participants. Course sessions are conducted at quality venues in which trainers work to foster an inclusive, interactive atmosphere that makes skills learning an enjoyable experience for all involved.
Upskilled’s certificate and diploma courses are structured to answer the needs of industry across all organisational types and industry sectors. Whether the challenge is to innovate a traditional discipline, or to work with global industry partners in the tech sector to design cutting-edge qualifications, Upskilled has a training solution that’s fit for your purpose.

<table>
<thead>
<tr>
<th>ADMINISTRATION &amp; BUSINESS</th>
<th>Pg 14</th>
<th>Pg 15</th>
<th>Pg 16</th>
<th>Pg 17</th>
<th>Pg 18</th>
<th>Pg 19</th>
<th>Pg 20</th>
<th>Pg 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate III in Business Administration</td>
<td>BSB30407</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Business Administration</td>
<td>BSB40507</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diploma of Business Administration</td>
<td>BSB50407</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Small Business Management</td>
<td>BSB40407</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate II in Business</td>
<td>BSB20107</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate III in Business</td>
<td>BSB30110</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Business</td>
<td>BSB40207</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diploma of Business</td>
<td>BSB50207</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MANAGEMENT</th>
<th>Pg 23</th>
<th>Pg 24</th>
<th>Pg 26</th>
<th>Pg 27</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate IV in Frontline Management</td>
<td>BSB40607</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diploma of Management</td>
<td>BSB51107</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PROJECT MANAGEMENT</th>
<th>Pg 29</th>
<th>Pg 30</th>
<th>Pg 31</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate III in Customer Contact</td>
<td>BSB30211</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Customer Contact</td>
<td>BSB40307</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Business Sales</td>
<td>BSB40610</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SALES &amp; CUSTOMER CONTACT</th>
<th>Pg 33</th>
<th>Pg 34</th>
<th>Pg 35</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate IV in Training and Assessment*</td>
<td>TAE40110</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Human Resources</td>
<td>BSB41007</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diploma of Human Resources Management</td>
<td>BSB50607</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HUMAN RESOURCES &amp; TRAINING</th>
<th>Pg 37</th>
<th>Pg 38</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate IV in Occupational Health &amp; Safety</td>
<td>BSB41407</td>
<td></td>
</tr>
<tr>
<td>Diploma of Occupational Health &amp; Safety</td>
<td>BSB51307</td>
<td></td>
</tr>
</tbody>
</table>

---

**INFORMATION TECHNOLOGY**

| Certificate I in Information, Digital Media, and Technology | ICA10111 | Pg 40 |
| Certificate II in Information, Digital Media, and Technology | ICA20111 | Pg 41 |
| Certificate III in Information, Digital Media, and Technology | ICA30111 | Pg 42 |
| Certificate IV in Information Technology | ICA40111 | Pg 43 |
| Diploma of Information Technology | ICA50111 | Pg 44 |
| Certificate IV in Information Technology Networking | ICA40411 | Pg 45 |
| Diploma of Information Technology Networking | ICA50411 | Pg 46 |
| Certificate IV in Systems Analysis and Design | ICA40711 | Pg 47 |
| Diploma of Systems Analysis and Design | ICA50811 | Pg 48 |
| Certificate IV in Web-Based Technologies | ICA40311 | Pg 49 |
| Diploma of Website Development | ICA50611 | Pg 50 |
| Certificate IV in Information Technology Support | ICA40211 | Pg 51 |
| Diploma of Information Technology Systems Administration | ICA50311 | Pg 52 |
| Certificate IV in Programming | ICA40511 | Pg 53 |
| Diploma of Software Development | ICA50711 | Pg 54 |
| Diploma of Database Design and Development | ICA50511 | Pg 55 |

**TRAINING PROGRAM SYMBOLS**

- Diploma Courses
- Short Courses
- Face-to-Face Learning
- e-Learning Online Courses
- Certificate I Courses
- Certificate II Courses
- Certificate III Courses
- Certificate IV Courses

**NATIONALLY RECOGNISED TRAINING PROGRAM**

This program is accredited under the Australian Qualifications Framework. It’s your guarantee of quality training with a nationally approved status.

**PROGRAM PARTNERS**

We recognise that other companies are as passionate about education as we are. We’ve chosen them as strategic partners to help us provide the best possible training solutions.

---

* Upskilled is delivering the qualification via an auspicing agreement with MEGT INSTITUTE (RTO No: 3945).
Addressing the complex demands of managing an office environment across virtually any sector, Upskilled’s Administration & Business offering develops organisational, analytical, and problem-solving capabilities. Participants earn qualifications that build sophisticated skill sets, allowing them to thrive in the administrative aspects of any professional role in the commercial sphere.

Enrolling in a superior professional training course with Upskilled is a quick and easy process.

1. Choose from more than 35 Upskilled qualifications
2. Complete the online application form – no commitment required
   If you’re interested in determining your eligibility for various forms of Government Funding & Incentives, we’ll ask you a few more questions and pass your information to an Australian Apprenticeship Centre. If the AAC deems you eligible for a Traineeship, your employer may be able to claim up to $3,000 in incentives.
3. An Upskilled Education Manager will contact you within 48 hours
   Our Education Managers will answer any questions you may have about Upskilled: our courses, locations, and the benefits of undertaking a qualification with us. They can also offer feedback about eligibility for those interested in Government Funding & Incentive opportunities.
4. Complete the Enrolment Form
   Once you have confirmed your course of choice, simply complete the enrolment form and email to an Education Manager at info@upskilled.edu.au or send via fax to 1300 277 177.
5. Submit Recognition of Prior Learning (RPL) request
   If you feel your experience or previous qualifications warrant RPL, you can apply by submitting an RPL request form, along with relevant documentation in portfolio form for evaluation by Upskilled assessors.
6. Language, Literacy, and Numeracy Test
   A short Language, Literacy, and Numeracy Test is conducted at the commencement of your course to ensure you have the basic skills required to successfully complete your chosen qualification.

UPSKILLED
APPLICATION PROCESS
CERTIFICATE III IN BUSINESS ADMINISTRATION
(BSB30407)

The Certificate III in Business Administration reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgement. They may provide technical advice and support to a team. This is a great qualification for entry into vocational education and a popular choice among school leavers.

Who Should Attend
The qualification is appropriate to any role that has an administrative component as part of its ongoing responsibilities, and has great relevance for a very broad range of industry sectors.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Online trainer support is included for online delivery.

Course Outline
The Certificate III in Business Administration comprises 2 core and 11 elective units of competency from the Business Services Training Package. Successful completion of this program will result in the issuing of a Certificate III in Business Administration. Participants who do not successfully complete the full program are issued with a Statement of Attainment for units of competency they have been deemed competent in. This course is delivered online via Upskilled’s customised Learning Management System over a 12 month period.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBITU307A</td>
<td>Develop keyboarding speed and accuracy</td>
</tr>
<tr>
<td>BSBROHS201A</td>
<td>Participate in OHS processes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBITU302B</td>
<td>Create electronic presentations</td>
</tr>
<tr>
<td>BSBITU303A</td>
<td>Design and produce text documents</td>
</tr>
<tr>
<td>BSBITU304A</td>
<td>Produce spreadsheets</td>
</tr>
<tr>
<td>BSBITU306A</td>
<td>Design and produce business documents</td>
</tr>
<tr>
<td>BSB5US201A</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
<tr>
<td>BSB5US301A</td>
<td>Implement and monitor environmentally sustainable work practices</td>
</tr>
<tr>
<td>BSBFIA303A</td>
<td>Process accounts payable and receivable</td>
</tr>
<tr>
<td>BSBFIA304A</td>
<td>Maintain a general ledger</td>
</tr>
<tr>
<td>BSBFIA305A</td>
<td>Maintain financial records</td>
</tr>
<tr>
<td>BSBWRT301A</td>
<td>Write simple documents</td>
</tr>
<tr>
<td>BSBWOR204A</td>
<td>Use business technology</td>
</tr>
</tbody>
</table>

CERTIFICATE IV IN BUSINESS ADMINISTRATION
(BSB40507)

The Certificate IV in Business Administration provides participants with comprehensive supervisory skills across the practice of administrative management. Participants are able to build confidence and capability in a range of vocational applications that are fundamental to the daily administrative practice of commercial organisations everywhere.

Who Should Attend
This vocational training is appropriate to any role that has an administrative component as part of its ongoing responsibilities. The capabilities this qualification develops are particularly pertinent for accounts supervisors, executive personal assistants, office administrators, project assistants, receptionists, office managers, and individuals who aspire to positions such as these.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Certificate IV in Business Administration. Other elective streams are available, upon request, in the areas of workplace safety and risk, relationship management, teamwork, and improvement and innovation.

Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBWOR501B</td>
<td>Manage personal work priorities and professional development</td>
</tr>
<tr>
<td>BSBADM405B</td>
<td>Organise meetings</td>
</tr>
<tr>
<td>BSBADM406B</td>
<td>Organise business travel</td>
</tr>
<tr>
<td>BSBINM402A</td>
<td>Implement workplace information system</td>
</tr>
<tr>
<td>BSBWRT401A</td>
<td>Write complex documents</td>
</tr>
<tr>
<td>BSBITU401A</td>
<td>Design &amp; develop complex documents</td>
</tr>
<tr>
<td>BSBMCT401A</td>
<td>Show leadership in the workplace</td>
</tr>
<tr>
<td>BSBMCT405A</td>
<td>Provide personal leadership</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBCUS401B</td>
<td>Coordinate implementation of customer service strategies</td>
</tr>
<tr>
<td>BSBCUS402B</td>
<td>Address customer needs</td>
</tr>
</tbody>
</table>
DIPLOMA OF BUSINESS ADMINISTRATION (BSB50407)

The Diploma of Business Administration hones managerial expertise for clerical and administrative personnel. Participants train in the essential skills that ensure superior professional performance across a range of administrative careers – office manager, senior executive assistant, personal assistant, administrator. The Diploma of Business Administration is designed to provide individuals with a planning and organisational perspective of administration that goes beyond day to day operations.

Who Should Attend
This vocational training is appropriate to roles which demand the performance of sophisticated administrative duties on a constant basis. The capabilities this qualification develops are particularly pertinent for accounts supervisors, executive personal assistants, office administrators, project assistants, receptionists, office managers, and individuals who aspire to positions such as these.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Diploma of Business Administration. Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

CERTIFICATE IV IN SMALL BUSINESS MANAGEMENT (BSB40407)

The Certificate IV in Small Business Management delivers vocational learning around the knowledge and practical skill sets required of small business owners and managers. The key competencies it identifies and enhances are pertinent to all and any industry sector – sales, trade, manufacturing, services, retail, administration, and more.

Who Should Attend
The certificate is principally designed for participants with existing vocational experience of a particular industry, and who either hold or aspire to a management position in small business. It is also useful for senior employees, primary producers, trade professionals, the self-employed, and individuals who are looking to develop entrepreneurial skills.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Certificate IV in Small Business Management. Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.
CERTIFICATE II IN BUSINESS (BSB20107)

This qualification reflects the role of individuals who perform a range of routine office administration tasks while working under direct supervision. The course focuses on skills such as communication, OH&S, customer service and office administration.

Who Should Attend
This qualification is ideal for those who are working in an entry level position in a business environment, those who are previously unqualified, or those who are looking to advance their careers towards a supervisory position.

Job roles which are relevant to this qualification include administration assistant, clerical worker, data entry operator, information desk clerk, office junior and receptionist.

Inclusions
Upskilled online courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The Certificate II in Business qualification comprises 1 core and 11 elective units of competency from the Business Services Training Package. Successful completion of this program will result in the issue of the Certificate II in Business. 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.

UNIT CODE    COMPULSORY UNITS
BSBOSHS201A  Participate in OHS processes

UNIT CODE    ELECTIVE UNITS
BSBCUS201A   Deliver a service to customers
BSBIND201A   Work effectively in a business environment
BSBCM201A   Communicate in the workplace
BSBITU203A   Communicate electronically
BSBWOR202A   Organise and complete daily work activities
BSBWOR203A   Work effectively with others
BSBITU201A   Produce simple word processed documents
BSBINN201A   Contribute to workplace innovation
BSBCMM201A   Process customer complaints
BSBINN201A   Manage personal stress in the workplace
BSBINN301A   Promote innovation in a team environment

CERTIFICATE III IN BUSINESS (BSB30110)

The Certificate III in Business reflects the role of individuals who apply a broad range of competencies in a varied work context using some discretion, judgement and relevant theoretical knowledge. They may provide technical advice and support to a team.

Who Should Attend
This course is ideal for those currently working in an entry level position in a business environment, those who are previously unqualified, or those who are looking to advance their careers towards a supervisory position. Job roles related to this qualification include: customer service adviser, data entry operator, general clerk, payroll officer, typist and word processing operator.

Inclusions
Upskilled online courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The Certificate III in Business qualification comprises 1 core and 11 elective units of competency from the Business Services Training Package. Successful completion of this program will result in the issue of the Certificate III in Business. 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.

UNIT CODE    COMPULSORY UNITS
BSBOSHS301B  Apply knowledge of OHS legislation in the workplace

UNIT CODE    ELECTIVE UNITS
BSBCUS301B   Deliver and monitor a service to customers
BSBINN201A   Promote innovation in a team environment
BSBPRO301A   Recommend products and services
BSBWOR301B   Organise personal work priorities and development
BSBWRT301A   Write simple documents
BSBDV301A    Work effectively with diversity
BSBITU303A   Design and produce text documents
BSBCMM301A   Process customer complaints
BSBFLM303C   Contribute to effective workplace relationships
BSBFLM312C   Contribute to team effectiveness
BSBITU203A   Communicate electronically
CERTIFICATE IV IN BUSINESS
(BSB40207)

The Certificate IV in Business provides superior grounding in key competencies commonly deployed in clerical roles, and in the administrative and business support sector generally. Participants develop the skills required to oversee an office, undertake informed decision-making across a variety of administrative tasks, and liaise on administrative matters with colleagues.

Who Should Attend
The qualification is appropriate to any role that has an administrative component as part of its ongoing responsibilities, and has great relevance for a very broad range of industry sectors. The capabilities the certificate targets are particularly pertinent for accounts supervisors, executive personal assistants, office administrators, project assistants, receptionists, office managers, and individuals who aspire to these positions.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Certificate IV in Business. Other elective streams are available upon request, in the areas of written communication and improvement and innovation.

Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

DIPLOMA OF BUSINESS
(BSB50207)

The Diploma of Business targets the practical skills and capabilities required of contemporary managers across a wide variety of contexts: the development and implementation of strategic business plans; the management of teams; effective engagement with marketing, finance, and procedural functions. The vocational understandings it promotes are relevant to every industry sector.

Who Should Attend
The diploma is appropriate for participants currently working in a senior business role, or who have attained an AGF4 level qualification in Business or an associated field. It will also have professional resonance for individuals engaged in the management, marketing, communications, accounting, compliance, and information technology functions of their respective organisations.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Diploma of Business. Other elective streams are available upon request, in the areas of operational planning, sustainability, team work, diversity, and risk management.

Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.
The foundations of excellence in Management practice are common to every industry sector, and are the key determinant of professional success at middle and senior management level. The managing of individuals, teams, cultural change, and strategic implementation are the integrated focus of Upskilled’s Management offering.

The Certificate IV in Frontline Management is an excellent first instance qualification for supervisors, team leaders, and managerial staff – or for any individual who aspires to a management role in the future. This qualification is also excellent for established managers looking to progress to the Diploma of Management at a later point.

Who Should Attend
Vocational training in Frontline Management is appropriate to virtually any industry sector – sales, trade, manufacturing, retail, administration, and more.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Certificate IV in Frontline Management. Other elective streams are available upon request, in the areas of relationship management, written communication, and improvement and innovation.

Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

UNIT CODE | COMPULSORY UNITS
--- | ---
BSBWOR501B | Manage personal work priorities and professional development
BSBMT402A | Implement operational plan
BSBMT401A | Show leadership in the workplace
BSBMT405A | Provide personal leadership
BSBWOR402A | Promote team effectiveness
BSBLED401A | Develop team and individuals
BSBHS407A | Monitor a safe workplace
BSBRSK401A | Identify risk and apply risk management processes

UNIT CODE | ELECTIVE UNITS
--- | ---
BSBCUS401B | Coordinate implementation of customer service strategies
BSBCUS402B | Address customer needs

CERTIFICATE IV IN FRONTLINE MANAGEMENT (BSB40807)
The Diploma of Management addresses the core leadership competencies required of managers in today’s commercial environment. It is particularly appropriate for those with operational or technical backgrounds who are now tasked with the managing of others. It is also an excellent induction module for newly promoted staff and a valuable resource for the more experienced manager. Blending theory with practice, this qualification focuses on workplace learning to ensure situational relevance.

Who Should Attend
This qualification is designed for individuals with senior managerial responsibilities. They regularly oversee the work of others, or perform specialised roles that require applied strategic leadership. Relevant roles vary by industry sector and include coordinator, leading hand, supervisor, and team leader (among many others).

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Diploma of Management. Other elective streams are available upon request, in the areas of project management, sustainability, human resources, diversity, and risk management.

Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

UNIT CODE | COMPULSORY UNITS
---|---
BSBWOR501B | Manage Personal Work Priorities and Professional Development
BSBMGT515A | Manage operational plan
BSBWOR502B | Ensure team effectiveness
BSBMGT502B | Manage people performance
BSLED501A | Develop a workplace learning environment
BSBADM502B | Manage meetings

UNIT CODE | ELECTIVE UNITS
---|---
BSOH5407A | Monitor a safe workplace
BSBCC5501C | Manage quality customer service

PROJECT MANAGEMENT

Project Management has evolved into a dynamic discipline that shapes the operations of middle and large sized organisations across every industry. Project Management calls for advanced vocational skills around costing and compliance, scheduling and risk, problem solving and procurement.
CERTIFICATE IV IN PROJECT MANAGEMENT (BSB41507)

Project Management is a dynamic field with disciplinary applications across a wide range of organisational types. Career-minded professionals looking to build competencies in this area will discover a robust labour market demand for their applied skills and knowledge. Scoping a project, time and resource management, costing, quality and risk management, communication management, and contract and procurement procedures are all key areas addressed by Upskilled’s Certificate IV in Project Management.

Who Should Attend
This vocational training is relevant across every industry sector, and is designed for those who currently act as coordinators, team members, assistants, and administrators within a dedicated project context. Recently appointed project managers and those who aspire to Project Management as a profession will find the certificate an indispensable first step qualification.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 9 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Certificate IV in Project Management.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>UNIT DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBPMG401A</td>
<td>Apply project scope management techniques</td>
</tr>
<tr>
<td>BSBPMG402A</td>
<td>Apply time management techniques</td>
</tr>
<tr>
<td>BSBPMG403A</td>
<td>Apply cost management techniques</td>
</tr>
<tr>
<td>BSBPMG404A</td>
<td>Apply quality management techniques</td>
</tr>
<tr>
<td>BSBPMG405A</td>
<td>Apply human resources management approaches</td>
</tr>
<tr>
<td>BSBPMG406A</td>
<td>Apply communications management techniques</td>
</tr>
<tr>
<td>BSBPMG407A</td>
<td>Apply risk management techniques</td>
</tr>
<tr>
<td>BSBPMG408A</td>
<td>Apply contract and procurement procedures</td>
</tr>
</tbody>
</table>

DIPLOMA OF PROJECT MANAGEMENT (BSB51407)

The Diploma of Project Management addresses the chief vocational competencies commonly demanded by this dynamic discipline. Participants’ existing knowledge is advanced through targeted vocational training that encompasses the latest developments in the field, and which articulates core principles that span situational context. The qualification offers a sophisticated understanding of the methods, techniques, and tools currently available to innovate the management of major project builds regardless of sector.

Who Should Attend
Practising project managers in any industry will benefit from this qualification, which is also designed to advance the professional Project Management endeavours of those currently working in an allied role: project coordinators, project management officers, project team members, and project administrators.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 9 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Diploma of Project Management.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>UNIT DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBPMG501A</td>
<td>Manage application of project integrative processes</td>
</tr>
<tr>
<td>BSBPMG502A</td>
<td>Manage project scope</td>
</tr>
<tr>
<td>BSBPMG503A</td>
<td>Manage project time</td>
</tr>
<tr>
<td>BSBPMG504A</td>
<td>Manage project costs</td>
</tr>
<tr>
<td>BSBPMG505A</td>
<td>Manage project quality</td>
</tr>
<tr>
<td>BSBPMG506A</td>
<td>Manage project human resources</td>
</tr>
<tr>
<td>BSBPMG507A</td>
<td>Manage project communications</td>
</tr>
<tr>
<td>BSBPMG508A</td>
<td>Manage project risk</td>
</tr>
<tr>
<td>BSBPMG509A</td>
<td>Manage project procurement</td>
</tr>
</tbody>
</table>
SALES & CUSTOMER CONTACT

All business success is predicated upon a winning approach to sales and the building of outstanding customer relationships. Upskilled’s industry leading courses enable participants to plan and execute sales strategy, further their presentation skills, network with confidence, and monitor sales performance at both individual and broader based levels.

CERTIFICATE III IN CUSTOMER CONTACT (BSB30211)

The Certificate III in Customer Contact reflects the role of individuals who typically undertake complex customer interaction under supervision and with some authority to delegate. Duties at this level would include working with multiple communication channels, receiving and responding to customer requests, handling customer complaints, adhering to key performance indicators, working in a team environment, providing support to a team, providing technical advice, and capturing data.

Who Should Attend
Team members in a contact role who aspire to a position in which the guidance of others is an element are catered to under the terms of the qualification, with relevant job titles including customer service representative, telesales representative, and call centre agent.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Online trainer support is included for online delivery.

Course Outline
The course consists of twelve (12) units of competency, comprising four (4) core and six (8) elective units. Upskilled has developed a program that meets the requirements of the qualification, as shown below.

Participants undertake the study of this qualification online, using Upskilled’s customised Learning Management System. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

UNIT CODE | COMPULSORY UNITS
--- | ---
BSB30211 | Use multiple information systems
BSBCCC007A | Work effectively in customer contact
BSBCCC009A | Develop product and service knowledge for customer contact operation
BSBCUS301B | Deliver and monitor a service to customers

UNIT CODE | ELECTIVE UNITS
--- | ---
BSB30211 | Apply knowledge of OHS legislation in the workplace
BSBWOR203A | Work effectively with others
BSBWOR301B | Organise personal work priorities and development
FNSSAM501A | Identify opportunities for cross-selling products and services
BSBITU203A | Communicate electronically
BSBCCO304A | Provide sales solutions to customers
BSBAMG501B | Process customer complaints
BSBWOR201A | Manage personal stress in the workplace

CERTIFICATE III / IN CUSTOMER CONTACT

/parenleft.caseBSB30211/parenright.case

QUALIFY FOR TOMORROW
CERTIFICATE IV IN CUSTOMER CONTACT
(BSB40307)

The Certificate IV in Customer Contact addresses the skill requirements of roles engaged on the organisational frontline, specifically the team-based environments commonly encountered in contact centre situations. In addition to fostering the practical leadership strategies that team leaders require to excel, this qualification brings particular focus to the evaluation of information from multiple sources, and application of effective solutions to customer service queries.

Who Should Attend
Staff engaged in frontline customer service will benefit from undertaking this certificate, which is designed to promote procedural effectiveness. Team members in a contact role who are recently appointed to team leader status, or who aspire to a role in which the guidance of others is an element, are also specifically catered to under the terms of the qualification.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Certificate IV in Customer Contact. Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBCCO402A</td>
<td>Gather, collate, and record information</td>
</tr>
<tr>
<td>BSBCUS401B</td>
<td>Coordinate implementation of customer service strategies</td>
</tr>
<tr>
<td>BSBLED401A</td>
<td>Develop teams and individuals</td>
</tr>
<tr>
<td>BSBMGT403A</td>
<td>Implement continuous improvement</td>
</tr>
<tr>
<td>BSBMGT405A</td>
<td>Provide personal leadership</td>
</tr>
<tr>
<td>BSOHS407A</td>
<td>Monitor a safe workplace</td>
</tr>
<tr>
<td>FNSCORG515B</td>
<td>Provide mentoring and coaching within the workplace</td>
</tr>
<tr>
<td>BSBINM401A</td>
<td>Implement workplace information systems</td>
</tr>
<tr>
<td>BSBINN301A</td>
<td>Promote innovation in a team environment</td>
</tr>
<tr>
<td>BSBMGT401A</td>
<td>Show leadership in the workplace</td>
</tr>
<tr>
<td>BSBMGT402A</td>
<td>Implement operational plan</td>
</tr>
<tr>
<td>BSBWOR401A</td>
<td>Establish effective workplace relationships</td>
</tr>
<tr>
<td>BSBWOR403A</td>
<td>Manage stress in the workplace</td>
</tr>
</tbody>
</table>

CERTIFICATE IV IN BUSINESS SALES
(BSB40610)

The Certificate IV in Business Sales addresses the skill requirements of roles engaged on the organisational frontline, specifically around the building of successful customer relationships. In articulating the key dynamics of client interaction from a sales perspective, it promotes the competencies needed to plan and execute sales strategy, present with professionalism, network effectively, and manage sales performance.

Who Should Attend
This qualification is designed for individuals who are engaged in a sales role and who wish to advance their expertise across strategy, presentation, and performance monitoring. The knowledge covered by this certificate is appropriate to sales professionals in any industry sector. The refining of sales capability has applications across a very broad range of roles, reflecting the fundamental importance of this discipline to all commercial activity.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Certificate IV in Business Sales. Participants have the option of undertaking this course online, using Upskilled’s customised Learning Management System. The online program is conducted over a 12 month period and employs an approach that blends distance and online education in the management and delivery of learning resources.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBPRD401A</td>
<td>Develop product knowledge</td>
</tr>
<tr>
<td>BSBREL402A</td>
<td>Build client relationships and business networks</td>
</tr>
<tr>
<td>BSBSLS407B</td>
<td>Identify and plan sales prospects</td>
</tr>
<tr>
<td>BSBSLS408B</td>
<td>Present, secure, and support sales solutions</td>
</tr>
<tr>
<td>BSBITU401A</td>
<td>Design and develop complex text documents</td>
</tr>
<tr>
<td>BSBWRT401A</td>
<td>Write complex documents</td>
</tr>
<tr>
<td>FNSAM402A</td>
<td>Implement a sales plan</td>
</tr>
<tr>
<td>BSBWOR404B</td>
<td>Develop work priorities</td>
</tr>
<tr>
<td>BSBREL401A</td>
<td>Establish networks</td>
</tr>
<tr>
<td>BSBCUS402B</td>
<td>Address customer needs (Online only)</td>
</tr>
<tr>
<td>BSBCM4401A</td>
<td>Make a presentation (Classroom only – replaced online by BSBCUS402B)</td>
</tr>
</tbody>
</table>
HUMAN RESOURCES & TRAINING

Upskilled’s HR & Training offering is designed to address the latest developments in the sector, frame new learning in the broader context of industrial relations, and build invaluable vocational skills across every principal aspect of Human Resources.

CERTIFICATE IV IN TRAINING AND ASSESSMENT (TAE40110)

This qualification reflects the roles of individuals delivering training and assessment services in the vocational education and training (VET) sector. This course is suitable preparation for those engaged in the delivery of training and assessment of competency in a workplace context, as a component of a structured VET program.

**Who Should Attend**
Job roles associated with this qualification relate to the delivery of training and assessment of competence within the VET sector.

**Inclusions**
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

**Course Outline**
The Certificate IV in Training and Assessment is delivered by expert trainers in 7 x full day workshops scheduled over a period of 4 months. This approach allows students sufficient time between sessions to undertake self-directed learning, assignments, and out-of-class assessment. Workshops involve participants in active discussion, problem-solving exercises, networking opportunities, and presentations related to the efficient performance of key procedures in training and assessment.

Students can also choose to undertake the course online. Upskilled uses an online Learning Management System to manage the delivery, assessment and learning resources. The online program is conducted over a 12 month period through a blended learning approach of distance and online.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAEASS401B</td>
<td>Plan assessment activities and processes</td>
</tr>
<tr>
<td>TAEASS402B</td>
<td>Assess competence</td>
</tr>
<tr>
<td>TAEASS403B</td>
<td>Participate in assessment validation</td>
</tr>
<tr>
<td>TAEDEL401A</td>
<td>Plan, organise and deliver group-based learning</td>
</tr>
<tr>
<td>TAEDEL402A</td>
<td>Plan, organise and facilitate learning in the workplace</td>
</tr>
<tr>
<td>TAEDES401A</td>
<td>Design and develop learning programs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAEDES402A</td>
<td>Use training packages and accredited courses to meet client needs</td>
</tr>
<tr>
<td>TAEDEL301A</td>
<td>Provide work skill instruction</td>
</tr>
<tr>
<td>TAEDEL404A</td>
<td>Mentor in the workplace</td>
</tr>
<tr>
<td>BSBCMM401A</td>
<td>Make a Presentation</td>
</tr>
</tbody>
</table>

Upskilled is delivering this qualification via an auspicing agreement with MEGT INSTITUTE (RTO No: 3945)
CERTIFICATE IV IN HUMAN RESOURCES  
( BSB41007 )

The Certificate IV in Human Resources delivers skills training in the professional practices common to HR roles: the delivery of presentations, the coordination of HR services, recruitment and induction processes, and the development of effective workplace relations. Most organisations now adopt an approach that sees HR responsibilities devolved to unit managers, meaning that HR capability now ranks as a core skill among managers and supervisors at virtually every level.

Who Should Attend
Recognised by industry as the entry level qualification for employment as a HR officer, or for undertaking part of the HR function, the Certificate IV in Human Resources is designed for those seeking to develop practical skills as line managers, administrators, or dedicated HR officers. Participants with professional aspirations in the HR & Training discipline will see this as a first step certification, while managers and team leaders in any industry sector will benefit from exposure to vocational human resource training.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Certificate IV in Human Resources.

- Review human resources functions
- Recruit, select, and induct staff
- Support performance management process
- Implement industrial relations procedures
- Write complex documents
- Design and develop complex text documents
- Monitor a safe workplace
- Promote team effectiveness
- Show leadership in the workplace
- Develop Work Priorities (online only)
- Make a presentation (Classroom only – replaced online by BSWOR404B: Develop Work Priorities)

DIPLOMA OF HUMAN RESOURCES MANAGEMENT  
( BSB50607 )

Primarily intended for individuals who are already engaged in a substantive HR role – or who have attained an AQF4 level qualification in HR or an allied field – the Diploma of Human Resources enhances existing technical skills and develops awareness of the latest approaches and practices within the HR & Training discipline. The diploma’s particular focus is to enhance participants’ understanding of the strategic possibilities of the HR function within a contemporary business context, allowing them to facilitate cultural change and implement executive policy.

Who Should Attend
This qualification is designed for HR managers, advisors, or officers; administration staff responsible for HR procedures on a regular basis; and other line managers wishing to develop a comprehensive understanding of current best practice across Human Resources Management.

Inclusions
Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline
The 8 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Diploma of Human Resources Management.

- Manage human resources services
- Manage performance management systems
- Manage workforce planning
- Manage personal work priorities and professional development
- Manage recruitment, selection, and induction processes
- Manage separation or termination
- Manage mediation process
- Monitor a safe workplace

UNIT CODE COMPULSORY UNITS
BSBHRM401A Review human resources functions
BSBHRM402A Recruit, select, and induct staff
BSBHRM403A Support performance management process
BSBWRK410A Implement industrial relations procedures
BSBWR401A Write complex documents
BSBITU401A Design and develop complex text documents
BSOHHS407A Monitor a safe workplace
BSWOR402A Promote team effectiveness
BSMGT401A Show leadership in the workplace
BSWOR404B Develop Work Priorities (online only)
BSBCCM401A Make a presentation (Classroom only – replaced online by BSWOR404B: Develop Work Priorities)
With employee wellbeing a vital aspect of business operation, and statutory compliance a major component of the commercial landscape, qualified OH&S professionals are now in constant demand. Upskilled’s OH&S qualifications are nationally recognised, and equip participants for a successful career in this prominent specialisation.

This qualification reflects the role of OH&S practitioners who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Who Should Attend

The Certificate IV in Occupational Health and Safety is now widely regarded as the minimum requirement for the performance of OH&S duties within a host of commercial settings: participants aspiring to progress as OH&S officers, safety representatives, risk assessors, or supervisors with significant OH&S responsibilities will look to it as a mandatory first step. Additionally, the rise of compliance as a key responsibility of organisational practice means that career-minded individuals increasingly explore this field as a complement to their existing professional duties.

Inclusions

Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline

The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Certificate IV in Occupational Health & Safety.

Students can also choose to undertake the course online. The online program is conducted over a 12 month period through a blended learning approach of distance and online.
The prominence of OH&S as an indicator of workplace welfare and productivity makes it a crucial strategic consideration for every organisation in the country. The vocational skills training articulated by this qualification – the informed application of relevant legislation, the identification of workplace hazards, risk assessment, emergency procedures, and workplace monitoring – is in high demand across industry, and entails the demonstration of competencies that go beyond their own immediate context.

Who Should Attend

The new prevalence of OH&S as a regulatory issue means that dedicated professionals in the discipline can be found working within every sector of the Australian economy. The Diploma of Occupational Health & Safety is designed to meet the needs of individuals with existing experience in the OH&S field, and for managers who are tasked with advanced responsibilities around the supervisory and compliance functions.

Inclusions

Upskilled courses include detailed learning materials, assessments, and certification upon successful completion. Lunch and refreshments are included for classroom workshops, while online trainer support is included for online delivery.

Course Outline

The 7 workshops will address the following units of competency as identified in the National Business Services Training Package. All competencies must be successfully completed to attain the Diploma of Occupational Health & Safety. Students can also choose to undertake the course online. Upskilled uses an online Learning Management System to manage the delivery, assessment and learning resources. The online program is conducted over a 12 month period through a blended learning approach of distance and online.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBOD500F</td>
<td>Participate in the coordination and maintenance of a systematic approach to managing OH&amp;S</td>
</tr>
<tr>
<td>BSBOD500D</td>
<td>Participate in the management of the OH&amp;S information and data systems</td>
</tr>
<tr>
<td>BSBOD500C</td>
<td>Assist in the design and development of OH&amp;S participative arrangements</td>
</tr>
<tr>
<td>BSBOD500B</td>
<td>Apply principles of OH&amp;S risk management</td>
</tr>
<tr>
<td>BSBOD500A</td>
<td>Manage hazards in the work environment</td>
</tr>
<tr>
<td>BSBMGT405</td>
<td>Implement continuous improvement</td>
</tr>
<tr>
<td>BSBMGT405</td>
<td>Manage operational plan</td>
</tr>
<tr>
<td>BSBOD500D</td>
<td>Participate in the investigation of incidents</td>
</tr>
</tbody>
</table>

Upskilled aligns closely with industry to ensure our programs target the latest skill sets and enhance capability in real terms. Upskilled is proud to be a Microsoft Certified Partner for Learning Solutions (CPLS) and Microsoft Academy Member, specialising in qualifications that span every aspect of the rapidly evolving IT sector.
The Certificate I in Information, Digital Media, and Technology provides the skills and knowledge that individuals require to perform digital literacy tasks at a foundation level using a personal computer, along with a range of software applications and digital devices.

Who Should Attend
This course is appropriate for individuals seeking first step certification in Information Technology. This qualification provides foundation digital literacy skills to support a wide range of varying industry occupations.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course addresses the following units of competency from the National ICA11 Information and Communications Technology Training Package. All units must be successfully completed to gain the Certificate I in Information, Digital Media, and Technology.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAICT101A</td>
<td>Operate a personal computer</td>
</tr>
<tr>
<td>ICAICT102A</td>
<td>Operate word-processing applications</td>
</tr>
<tr>
<td>ICAICT103A</td>
<td>Use, communicate and search securely on the internet</td>
</tr>
<tr>
<td>ICAICT104A</td>
<td>Use digital devices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAICT106A</td>
<td>Operate presentation packages</td>
</tr>
<tr>
<td>ICAICT107A</td>
<td>Use personal productivity tools</td>
</tr>
</tbody>
</table>

The Certificate II in Information, Digital Media, and Technology imparts ICT competencies that support the performance of employees across a range of situational contexts. This course is an entry level qualification that provides foundational skills across Information and Communications Technology (ICT) functions that are encountered in virtually any industry.

Who Should Attend
The articulated outcomes of the certificate are to facilitate the effective use of computers in the workplace at an intermediate level, particularly where ICT functions are supplementary in nature.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course addresses the following units of competency from the National ICA11 Information and Communications Technology Training Package. All units must be successfully completed to gain the Certificate II in Information, Digital Media, and Technology.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBCOH5201A</td>
<td>Participate in OHS processes</td>
</tr>
<tr>
<td>BSBSUS5201A</td>
<td>Participate in environmentally sustainable work practices</td>
</tr>
<tr>
<td>ICAICT201A</td>
<td>Use computer operating systems and hardware</td>
</tr>
<tr>
<td>ICAICT202A</td>
<td>Work and communicate effectively in an IT environment</td>
</tr>
<tr>
<td>ICAICT203A</td>
<td>Operate application software packages</td>
</tr>
<tr>
<td>ICAICT204A</td>
<td>Operate a digital media technology package</td>
</tr>
<tr>
<td>ICAWEB201A</td>
<td>Use social media tools for collaboration and engagement</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAICT205A</td>
<td>Design basic organisational documents using computing packages</td>
</tr>
<tr>
<td>CASAS202A</td>
<td>Apply problem-solving techniques to routine IT malfunctions</td>
</tr>
<tr>
<td>CASAS203A</td>
<td>Connect hardware peripherals</td>
</tr>
<tr>
<td>ICAICT209A</td>
<td>Interact with ICT clients</td>
</tr>
<tr>
<td>CASAS204A</td>
<td>Record client support requirements</td>
</tr>
<tr>
<td>CASAS206A</td>
<td>Detect and protect from spam and destructive software</td>
</tr>
<tr>
<td>CASAS208A</td>
<td>Maintain IT equipment and consumables</td>
</tr>
</tbody>
</table>
CERTIFICATE III
IN INFORMATION, DIGITAL MEDIA, AND TECHNOLOGY
(ICA30111)

The Certificate III in Information, Digital Media, and Technology provides the skills and knowledge individuals require to be competent across a wide range of technical functions in ICT, and allows graduates to demonstrate a degree of self-sufficiency as users.

Who Should Attend
A range of elective options give participants the ability to customise their learning according to particular professional roles, which commonly include call centre operators, customer service representatives, help desk technicians, and a variety of technical support positions.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course addresses the following units of competency from the National ICA11 Information and Communications Technology Training Package. All units must be successfully completed to gain the Certificate III in Information, Digital Media, and Technology.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICACIT303A</td>
<td>Connect internal hardware components</td>
</tr>
<tr>
<td>ICASAS303A</td>
<td>Care for computer hardware</td>
</tr>
<tr>
<td>ICASAS304A</td>
<td>Provide basic system administration</td>
</tr>
<tr>
<td>ICASAS305A</td>
<td>Provide IT advice to clients</td>
</tr>
<tr>
<td>ICASAS306A</td>
<td>Maintain equipment and software</td>
</tr>
<tr>
<td>ICANWK301A</td>
<td>Provide network systems admin</td>
</tr>
<tr>
<td>ICANWK302A</td>
<td>Identify and resolve network problems</td>
</tr>
<tr>
<td>ICANWK304A</td>
<td>Administer network peripherals</td>
</tr>
<tr>
<td>ICANWK305A</td>
<td>Install and manage network protocols</td>
</tr>
<tr>
<td>ICANWK307A</td>
<td>Install, configure and secure a small office home office network</td>
</tr>
<tr>
<td>ICANWK303A</td>
<td>Configure and administer a network operating system</td>
</tr>
</tbody>
</table>

CERTIFICATE IV
IN INFORMATION TECHNOLOGY
(ICA40111)

The Certificate IV in Information Technology provides the vocational learning that individuals require to be competent across a broad range of general ICT contexts, and to support small to medium enterprises (SMEs) requiring broader rather than more specialised ICT support.

Who Should Attend
Multiple internal pathways make this a versatile and highly sought-after certification. Created with a blend of vendor specific, vendor neutral, and trainer-developed materials in the interests of benchmarking and content relevance, the Certificate IV in Information Technology imparts expertise across a very wide array of professional roles. Participants completing the certificate are likely to secure employment in ICT ‘generalist’ roles, armed with effective skill sets in several specialist streams.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course will address the following units of competency from the National ICA11 Information and Communications Technology Training Package. All of these competencies must be successfully completed to gain Certificate IV in Information Technology.

The program is broken into 4 logical clusters of training within the broad category of ICT systems:
1. Core Infrastructure;
2. Continuity & Security;
3. Continuous Improvement; and
4. Service Delivery & Governance.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICACIT408A</td>
<td>Contribute to copyright, ethics and privacy in an IT environment</td>
</tr>
<tr>
<td>BSBSUS301A</td>
<td>Implement and monitor environmentally sustainable work practice</td>
</tr>
<tr>
<td>ICACICT202A</td>
<td>Work and communicate effectively in an IT environment</td>
</tr>
<tr>
<td>ICACIT401A</td>
<td>Determine and confirm client business requirements</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICANWK401A</td>
<td>Install and manage a server</td>
</tr>
<tr>
<td>ICANWK402A</td>
<td>Install network documentation</td>
</tr>
<tr>
<td>ICANWK403A</td>
<td>Create technical documentation</td>
</tr>
<tr>
<td>ICANWK404A</td>
<td>Identify and resolve client IT problems</td>
</tr>
<tr>
<td>ICANWK405A</td>
<td>Create a markup language document to specification</td>
</tr>
<tr>
<td>ICANWK406A</td>
<td>Design simple web page layouts</td>
</tr>
<tr>
<td>ICANWK407A</td>
<td>Transfer content to a website using commercial packages</td>
</tr>
<tr>
<td>ICANWK408A</td>
<td>Monitor traffic and compile website traffic reports</td>
</tr>
<tr>
<td>ICACIT404A</td>
<td>Use online learning tools</td>
</tr>
<tr>
<td>ICACIT405A</td>
<td>Develop detailed technical design</td>
</tr>
<tr>
<td>ICACIT406A</td>
<td>Relate to clients on a business level</td>
</tr>
</tbody>
</table>
DIPLOMA OF INFORMATION TECHNOLOGY (ICA50111)

The Diploma of Information Technology provides the skills and knowledge for an individual to administer and manage ICT support in SMEs using a wide range of general ICT technologies. Individuals working at this level provide a broader rather than specialised ICT support function, applying a wide range of higher level technical skills in ICT areas such as networking, IT support, database development, programming, and web development.

Who Should Attend
The diploma articulates the knowledge and aptitudes required by individuals to perform at a high level in demanding technical support roles within organisations. Owing to the program’s intended generality and array of electives, it is not feasible to identify specific vocational outcomes. Participants interested in maintaining vocational options are well served by the Diploma of Information Technology.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course will address the following units of competency from the National ICA11 Information and Communications Technology Training Package. All of these competencies must be successfully completed to gain the Diploma of Information Technology. The program is broken into 4 logical clusters of training within the broad category of ICT systems:

1. Core Infrastructure;
2. Continuity & Security;
3. Continuous Improvement; and
4. Service Delivery & Governance.

UNIT CODE | COMPULSORY UNITS
--- | ---
BSBOHS509A | Ensure a safe workplace
BSBSU5501A | Develop workplace policy and procedures for sustainability
ICAICT509A | Gather data to identify business requirements
ICAICT511A | Match IT needs with the strategic direction of the enterprise

UNIT CODE | ELECTIVE UNITS
--- | ---
ICASAS517A | Use network tools
ICASAS518A | Install and upgrade operating systems
ICTSU55187A | Implement server virtualisation for a sustainable ICT system
ICASAS503A | Perform systems tests
ICANWK524A | Install and configure network access storage devices
ICANWK525A | Configure an enterprise virtual computing environment
ICANWK526A | Install an enterprise virtual computing environment
ICANWK527A | Manage an enterprise virtual computing environment
ICANWK531A | Configure an internet gateway
ICAWEB429A | Create a markup language document to specification
ICAWEB604A | Build a document using Extensible Markup Language
ICTCTEN501A | Install, configure and test a server
ICAICT502A | Develop detailed component specifications from project specifications
ICAICT504A | Confirm transition strategy for a new system
ICAICT508A | Evaluate vendor products and equipment
ICAPMG501A | Manage IT projects

CERTIFICATE IV IN INFORMATION TECHNOLOGY NETWORKING (ICA40411)

The Certificate IV in Information Technology Networking provides the skills and knowledge for an individual to install and manage small scale networks, either as an independent network support technician or as part of a team.

Who Should Attend
The rising importance of network applications makes this a vital and dynamic certification within the ICT discipline. Created with a blend of vendor specific, vendor neutral, and trainer-developed materials in the interests of benchmarking and content relevance, the Certificate IV in Information Technology Networking imparts expertise across a wide array of professional roles including computer technician, customer support, data administrator, ICT support & system engineer, information centre specialist, systems administrator, and PC support.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support and, certification upon successful completion.

Course Outline
The online e-Learning course will address the following units of competency from the National ICA11 Information and Communications Technology Training Package. All of these competencies must be successfully completed to gain the Certificate IV in Information Technology Networking. The program is broken into 4 logical clusters of training within the broad category of ICT systems:

1. Core Infrastructure;
2. Continuity & Security;
3. Continuous Improvement; and
4. Service Delivery & Governance.

UNIT CODE | COMPULSORY UNITS
--- | ---
ICANWK401A | Install and manage a server
ICANWK402A | Install and configure virtual machines for sustainable ICT
ICANWK404A | Install, operate and troubleshoot a small enterprise branch network
ICTCTEN4198A | Install, configure and test an internet protocol network
ICAICT418A | Contribute to copyright, ethics and privacy in an IT environment
ICANWK405A | Manage network and data integrity
BSBOHS5302B | Participate effectively in OHS communication and consultative processes
ICAICT401A | Determine and confirm client business requirements

UNIT CODE | ELECTIVE UNITS
--- | ---
ICANWK406A | Install, configure and test network security
ICANWK405A | Build a small wireless local area network
ICANWK411A | Deploy software to networked computers
ICTCTEN4199A | Install, configure and test a router
ICANWK407A | Install and configure client-server applications and services
ICANWK412A | Create network documentation
ICASAS505A | Review and update disaster recovery and contingency plans
ICAPMG402A | Support small scale IT projects
ICAICT408A | Create technical documentation
DIPLOMA
OF INFORMATION TECHNOLOGY NETWORKING
(ICA50411)

The Diploma of Information Technology Networking provides the skills and knowledge for an individual to manage, as an independent ICT specialist or as part of a team, the installation of a range of networks, including internetworking, security, and e-business integration.

Who Should Attend
The diploma articulates the knowledge and aptitudes required by individuals to perform at a high level in demanding networking roles within organisations, and is typically suited to individuals who have at least 24 months’ experience in the information technology sector.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course will address the following units of competency from the National ICA11 Information and Communications Technology Training Package. All of these competencies must be successfully completed to gain the Diploma of Information Technology Networking: The program is broken into 4 logical clusters of training within the broad category of ICT systems:
1. Core Infrastructure;
2. Continuity & Security;
3. Continuous Improvement; and
4. Service Delivery & Governance.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICANWK529A</td>
<td>Install and manage complex ICT networks</td>
</tr>
<tr>
<td>ICTSUS157A</td>
<td>Implement server virtualisation for a sustainable ICT system</td>
</tr>
<tr>
<td>ICAICT511A</td>
<td>Match IT needs with the strategic direction of the enterprise</td>
</tr>
<tr>
<td>ICTEN6206A</td>
<td>Produce an ICT network architecture design</td>
</tr>
<tr>
<td>ICAICT418A</td>
<td>Contribute to copyright, ethics and privacy in an IT environment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICANWK505A</td>
<td>Design, build and test a network server</td>
</tr>
<tr>
<td>ICANWK507A</td>
<td>Install, operate and troubleshoot medium enterprise routers</td>
</tr>
<tr>
<td>ICANWK508A</td>
<td>Install, operate and troubleshoot medium enterprise switches</td>
</tr>
<tr>
<td>ICANWK524A</td>
<td>Install and configure network access storage devices</td>
</tr>
<tr>
<td>ICANWK525A</td>
<td>Configure an enterprise virtual computing environment</td>
</tr>
<tr>
<td>ICANWK526A</td>
<td>Install an enterprise virtual computing environment</td>
</tr>
<tr>
<td>ICANWK509A</td>
<td>Design and implement a security perimeter for ICT networks</td>
</tr>
<tr>
<td>ICANWK511A</td>
<td>Manage network security</td>
</tr>
<tr>
<td>ICANWK513A</td>
<td>Manage system security</td>
</tr>
<tr>
<td>ICASAI505A</td>
<td>Review and update disaster recovery and contingency plans</td>
</tr>
<tr>
<td>ICANWK527A</td>
<td>Manage an enterprise virtual computing environment</td>
</tr>
</tbody>
</table>

CERTIFICATE IV
IN SYSTEMS ANALYSIS AND DESIGN
(ICA40711)

The Certificate IV in Systems Analysis and Design addresses the knowledge and skills that individuals require to work within project teams engaged in the analysis and redesign of existing systems to answer changing client business requirements.

Who Should Attend
Created with a blend of vendor specific, vendor neutral, and trainer-developed materials in the interests of benchmarking and content relevance, the Certificate IV in Systems Analysis and Design typically sees graduates working as valued members of project teams, specifically as ICT analysts, ICT architects, ICT designers, database analysts, systems analysts, and systems designers.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course will address the following units of competency from the National ICA11 Information and Communications Technology Training Package. All of these competencies must be successfully completed to gain the Certificate IV in Systems Analysis and Design. The program is broken into 4 logical clusters of training within the broad category of ICT systems:
1. Core Infrastructure;
2. Continuity & Security;
3. Continuous Improvement; and
4. Service Delivery & Governance.

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSBBUS510A</td>
<td>Implement and monitor environmentally sustainable work practices</td>
</tr>
<tr>
<td>ICAICT401A</td>
<td>Determine and confirm client business requirements</td>
</tr>
<tr>
<td>ICAICT402A</td>
<td>Apply software development methodologies</td>
</tr>
<tr>
<td>ICAPR405A</td>
<td>Automate processes</td>
</tr>
<tr>
<td>ICASAD401A</td>
<td>Develop and present feasibility reports</td>
</tr>
<tr>
<td>ICAICT405A</td>
<td>Develop detailed technical design</td>
</tr>
<tr>
<td>ICAICT418A</td>
<td>Contribute to copyright, ethics and privacy in an IT environment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICADB5401A</td>
<td>Identify physical database requirements</td>
</tr>
<tr>
<td>ICADB542A</td>
<td>Build a database</td>
</tr>
<tr>
<td>ICAPR401A</td>
<td>Test applications</td>
</tr>
<tr>
<td>ICAICT411A</td>
<td>Select and employ software and hardware testing tools</td>
</tr>
<tr>
<td>ICASAI505A</td>
<td>Review and update disaster recovery and contingency plans</td>
</tr>
<tr>
<td>BSBCRT401A</td>
<td>Articulate, present and debate ideas</td>
</tr>
<tr>
<td>ICADB5502A</td>
<td>Design a database</td>
</tr>
<tr>
<td>ICAPM401A</td>
<td>Support small scale IT projects</td>
</tr>
<tr>
<td>ICAPR412A</td>
<td>Configure and maintain databases</td>
</tr>
<tr>
<td>ICADB5402A</td>
<td>Complete database backup and restore</td>
</tr>
<tr>
<td>BSBBBB501A</td>
<td>Organise personal work priorities and development</td>
</tr>
<tr>
<td>ICAICT408A</td>
<td>Create technical documentation</td>
</tr>
<tr>
<td>ICAICT412A</td>
<td>Coordinate and maintain IT work teams</td>
</tr>
<tr>
<td>ICAICT416A</td>
<td>Contribute to the development of strategic plans</td>
</tr>
<tr>
<td>ICAICT420A</td>
<td>Determine project specifications and secure client agreement</td>
</tr>
<tr>
<td>ICAICT413A</td>
<td>Relate to clients on a business level</td>
</tr>
</tbody>
</table>

This course is created with the support of CCA and is approved by CCA.
The Diploma of Systems Analysis and Design addresses the skills and knowledge that participants need to determine client business requirements. The qualification routinely leads to roles in the support of project teams engaged in the analysis and redesign of systems to ensure they meet client needs.

Who Should Attend
The diploma articulates the knowledge and aptitudes required by individuals to perform at a high level in demanding systems-focused roles within organisations. Diploma of Systems Analysis and Design participants are well placed for rewarding careers as applications architects, business analysts, systems analysts, and systems architects.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course will address the following units of competency from the National ICA11 Information and Communications Technology Training Package. All of these competencies must be successfully completed to gain the Diploma of Systems Analysis and Design. The program is broken into 4 logical clusters of training within the broad category of ICT systems:

1. Core Infrastructure;
2. Continuity & Security;
3. Continuous Improvement; and
4. Service Delivery & Governance.

The Certificate IV in Web-Based Technologies delivers the vocational learning that individuals require to design, develop, build, and administer websites using a range of website technologies. Individuals can elect to specialise in the design and production of websites, or in the administration and management of websites, corporate intranets, and extranets.

Who Should Attend
Created with a blend of vendor specific, vendor neutral, and trainer-developed materials in the interests of benchmarking and content relevance, the Certificate IV in Web-Based Technologies imparts professional expertise according to the stream that is chosen: participants gravitate towards rewarding positions in the building of websites from conception to launch (Design); alternatively, towards work as website managers, intranet specialists, or network system professionals (Administration).

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course addresses the following units of competency from the National ICA11 Information and Communications Technology Training Package. All competencies must be successfully completed to attain the certificate. The program is broken into 4 logical clusters of training within the broad category of ICT systems:

1. Core Infrastructure;
2. Continuity & Security;
3. Continuous Improvement; and
4. Service Delivery & Governance.

**Certificate IV in Web-Based Technologies (ICA40311)**

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICADBS502A</td>
<td>Design a database</td>
</tr>
<tr>
<td>ICACIT7401A</td>
<td>Determine and confirm client business requirements</td>
</tr>
<tr>
<td>ICACIT7403A</td>
<td>Apply software development methodologies</td>
</tr>
<tr>
<td>ICACIT7502A</td>
<td>Develop detailed component specifications from project specifications</td>
</tr>
<tr>
<td>ICACIT7509A</td>
<td>Gather data to identify business requirements</td>
</tr>
<tr>
<td>ICACIT7511A</td>
<td>Match IT needs with the strategic direction of the enterprise</td>
</tr>
<tr>
<td>ICTU6233A</td>
<td>Integrate sustainability in ICT planning and design projects</td>
</tr>
<tr>
<td>ICTTEN5204A</td>
<td>Produce technical solutions from business specifications</td>
</tr>
<tr>
<td>ICACIT418A</td>
<td>Contribute to copyright, ethics and privacy in an IT environment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICASAD501A</td>
<td>Model data objects</td>
</tr>
<tr>
<td>ICASAD502A</td>
<td>Model data processes</td>
</tr>
<tr>
<td>ICAPPC515A</td>
<td>Review developed software</td>
</tr>
<tr>
<td>ICANWK514A</td>
<td>Model preferred system solutions</td>
</tr>
<tr>
<td>ICAPPC518A</td>
<td>Monitor the system pilot</td>
</tr>
<tr>
<td>ICASAV522A</td>
<td>Scope implementation requirements</td>
</tr>
<tr>
<td>ICAPMG502A</td>
<td>Manage IT projects</td>
</tr>
<tr>
<td>ICASAD605A</td>
<td>Elicit IT requirements</td>
</tr>
<tr>
<td>ICACIT7510A</td>
<td>Determine appropriate IT strategies and solutions</td>
</tr>
<tr>
<td>ICACIT7512A</td>
<td>Plan process re-engineering strategies for business</td>
</tr>
<tr>
<td>ICASAS502A</td>
<td>Establish and maintain client user liaison</td>
</tr>
<tr>
<td>ICASAS601A</td>
<td>Implement change-management processes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>COMPULSORY UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICACIT418A</td>
<td>Contribute to copyright, ethics and privacy in an IT environment</td>
</tr>
<tr>
<td>ICICWEB403A</td>
<td>Transfer content to a website using commercial packages</td>
</tr>
<tr>
<td>ICICWEB424A</td>
<td>Evaluate and select a web hosting service</td>
</tr>
<tr>
<td>ICICWEB429A</td>
<td>Create a markup language document to specification</td>
</tr>
<tr>
<td>BSBOHS302B</td>
<td>Participate effectively in OHS communication and consultative processes</td>
</tr>
<tr>
<td>ICACIT401A</td>
<td>Determine and confirm client business requirements</td>
</tr>
<tr>
<td>ICICWEB401A</td>
<td>Design a website to meet technical requirements</td>
</tr>
<tr>
<td>ICICWEB402A</td>
<td>Confirm accessibility of websites for people with special needs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UNIT CODE</th>
<th>ELECTIVE UNITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICICWEB404A</td>
<td>Maintain website performance</td>
</tr>
<tr>
<td>ICICWEB407A</td>
<td>Conduct operational acceptance tests of websites</td>
</tr>
<tr>
<td>ICADBS503A</td>
<td>Create basic databases</td>
</tr>
<tr>
<td>ICICWEB411A</td>
<td>Produce basic client side script for dynamic web pages</td>
</tr>
<tr>
<td>ICICWEB415A</td>
<td>Produce server side script for dynamic web pages</td>
</tr>
<tr>
<td>ICICWEB425A</td>
<td>Apply structured query language to extract and manipulate data</td>
</tr>
<tr>
<td>ICICWEB409A</td>
<td>Develop cascading style sheets</td>
</tr>
<tr>
<td>ICICWEB405A</td>
<td>Monitor traffic and compile website traffic reports</td>
</tr>
<tr>
<td>ICICWEB406A</td>
<td>Create website testing procedures</td>
</tr>
<tr>
<td>ICICWEB408A</td>
<td>Ensure basic website security</td>
</tr>
<tr>
<td>CUPPMI044A</td>
<td>Create storyboards</td>
</tr>
<tr>
<td>BSBCRT401A</td>
<td>Articulate, present and debate ideas</td>
</tr>
<tr>
<td>ICAPMG401A</td>
<td>Support small scale IT projects</td>
</tr>
<tr>
<td>ICACIT408A</td>
<td>Create technical documentation</td>
</tr>
</tbody>
</table>
DIPLOMA OF WEBSITE DEVELOPMENT  
(ICA50611)

The Diploma of Website Development addresses skill sets and knowledge around the design, building, and management of websites. This qualification is designed to facilitate careers for individuals as both independent web developers, or as team members working in integrated project roles.

Who Should Attend
The Diploma of Website Development is intended for those looking to further progress their career in the areas of website design, website administration or programming. Ideally students will have already completed the Certificate IV in Web-Based Technologies or have relevant vocational experience.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course addresses the following units of competency from the National ICA11 Information and Communications Technology Training Package. All competencies must be successfully completed to attain the diploma. The program is broken into 4 logical clusters of training within the broad category of ICT systems:

1. Core Infrastructure;  
2. Continuity & Security;  
3. Continuous Improvement; and  
4. Service Delivery & Governance.

CERTIFICATE IV IN INFORMATION TECHNOLOGY SUPPORT  
(ICA40211)

The Certificate IV in Information Technology Support delivers the vocational learning that individuals require to be competent in supporting clients across a range of ICT contexts. The qualification has a strong base of core units, and the potential for incorporating a range of industry-specific units in the areas of service desk, database, sustainability, and network support to suit particular needs.

Who Should Attend
This qualification suits individuals who are looking to develop their skills at a technical specialist support level. ICT support roles apply across all industries, with possible job titles including: customer support, database support, help desk specialist, network support technician, PC support technician and user support technician.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course addresses the following units of competency from the National ICA11 Information and Communications Technology Training Package. All competencies must be successfully completed to attain the certificate. The program is broken into 4 logical clusters of training within the broad category of ICT systems:

1. Core Infrastructure;  
2. Continuity & Security;  
3. Continuous Improvement; and  
4. Service Delivery & Governance.

UNIT CODE  COMPULSORY UNITS
ICA00504A Integrate database with a website  
ICA00505A Integrate with a database  
ICA00506A Integrate web-based programs  
BSHRH001A Ensure a safe workplace  
ICA00515A Research and apply emerging web technology trends  
ICAICT415A Contribute to copyright, ethics and privacy in an IT environment  
ICAICT416A Verify client business requirements

UNIT CODE  ELECTIVE UNITS
ICA00504A Integrate database with a website  
ICA00505A Integrate with a database  
ICA00506A Integrate web-based programs  
BSHRH001A Ensure a safe workplace  
ICA00515A Research and apply emerging web technology trends  
ICAICT415A Contribute to copyright, ethics and privacy in an IT environment  
ICAICT416A Verify client business requirements

UNIT CODE  COMPULSORY UNITS
ICASA507A Install, configure and secure a small office home office network  
ICAICT418A Contribute to copyright, ethics and privacy in an IT environment  
BSBCHS402B Contribute to the implementation of the OHS consultation process  
BSBSUS301A Implement and monitor environmentally sustainable work practices  
ICAICT401A Determine and confirm client business requirements  
ICAICT408A Create technical documentation  
ICASA510A Identify and resolve client IT problems  
ICASA512A Action change requests

UNIT CODE  ELECTIVE UNITS
ICAICT421A Connect, maintain and configure hardware components  
ICASA525A Configure and troubleshoot operating system software  
ICASA544A Evaluate system status  
ICASA546A Locate and troubleshoot IT equipment, system and software faults  
ICASA543A Manage resolution of system faults on a live system  
ICAICT415A Provide one-to-one instruction  
ICAICT422A Participate in IT services  
ICAPMG401A Support small scale IT projects  
ICASA546A Implement maintenance procedures  
ICASAD401A Develop and present feasibility reports  
ICASA521A Support users and troubleshoot desktop applications  
ICAICT413A Relate to clients on a business level  
ICASA541A Assist with policy development for client support procedures  
ICASA542A Provide first-level remote help-desk support
The Diploma of Information Technology Systems Administration addresses skills and knowledge around the administration of networked computer systems. The qualification is structured around a strong base of core ICT units, with scope for including a range of broader industry-specific units in the fields of virtualisation, sustainability, and project management to suit particular professional needs and interests.

Who Should Attend
The diploma articulates the knowledge and aptitudes required by individuals to perform at a high level in demanding systems administration roles. Participants are well placed for rewarding careers as systems administrators, intranet administrators, IT managers, business intelligence consultants, data warehousing consultants, coldfusion developers, CRM database designers, and business intelligence specialists.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course addresses the following units of competency from the National ICAI1 Information and Communications Technology Training Package. All competencies must be successfully completed to attain the diploma. The program is broken into 4 logical clusters of training within the broad category of ICT systems:

1. Core Infrastructure;
2. Continuity & Security;
3. Continuous Improvement; and
4. Service Delivery & Governance.

UNIT CODE COMPULSORY UNITS
ICASA5515A Manage the testing process
ICAICT418A Contribute to copyright, ethics and privacy in an IT environment
ICANWK513A Manage system security
ICASA5505A Review and update disaster recovery and contingency plans
BBSUS501A Develop workplace policy and procedures for sustainability
ICAICT509A Gather data to identify business requirements
ICASA406A Implement and hand over system components
ICTEN520A Produce technical solutions from business specifications

UNIT CODE ELECTIVE UNITS
ICANWK501A Plan, implement and test enterprise communication solutions
ICANWK505A Design, build and test a network server Core Infrastructure
ICANWK525A Configure an enterprise virtual computing environment
ICANWK526A Install an enterprise virtual computing environment
ICANWK527A Manage an enterprise virtual computing environment
ICASA517A Use network tools
ICASA518A Install and upgrade operating systems
ICTSUS518A Implement server virtualisation for a sustainable ICT system
ICANWK509A Design and implement a security perimeter for ICT networks
ICASA512A Establish and maintain client user liaison
ICASA512A Review and manage delivery of maintenance services

The Certificate IV in Programming delivers the knowledge individuals require to develop basic programming skills in the most commonly used programming languages. Participants who complete this qualification commonly find roles as assistant programmers within software development teams, or as support programmers to more senior programmers and systems analysts.

Who Should Attend
Depending on their choice of electives, participants can work in a number of junior programming roles. Selecting design or games development electives could equip an individual for digital, multimedia, or games programming; other electives could underpin a systems programmer role. Possible job titles include: assistant applications programmer, assistant programmer, assistant software developer, assistant web application programmer, assistant web developer.

Inclusions
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

Course Outline
The online e-Learning course addresses the following units of competency from the National ICAI1 Information and Communications Technology Training Package. All competencies must be successfully completed to attain the certificate. The program is broken into 4 logical clusters of training within the broad category of ICT systems:

1. Core Infrastructure;
2. Continuity & Security;
3. Continuous Improvement; and
4. Service Delivery & Governance.

UNIT CODE COMPULSORY UNITS
ICAICT418A Contribute to copyright, ethics and privacy in an IT environment
ICAPRG402A Apply query language
ICAPRG403A Develop data-driven applications
ICAPRG404A Test applications
ICAPRG406A Apply introductory object-oriented language skills
ICAPRG410A Build a user interface
ICAPRG414A Apply introductory programming skills in another language
ICAPRG415A Apply skills in object-oriented design
ICAPRG419A Analyse software requirements
ICAPRG405A Automate processes

UNIT CODE ELECTIVE UNITS
ICADBS403A Create basic databases
ICAPRG413A Use a library or pre-existing components
ICAPRG418A Apply intermediate programming skills in another language
ICAPRG409A Develop mobile applications
ICAPRGS27A Apply intermediate object-oriented language skills
ICAICT420A Develop client user interface
ICAPRG427A Use XML effectively
ICAICT408A Create technical documentation
**DIPLOMA OF SOFTWARE DEVELOPMENT**
(ICA50711)

The Diploma of Software Development addresses skills and knowledge around programming and software development. The qualification facilitates careers in bespoke software product creation, and in the customisation of existing software products to answer evolving customer requirements.

**Who Should Attend**
The diploma articulates the knowledge and aptitudes required by individuals to perform at a high level in demanding software development roles within organisations. Diploma of Software Development participants are well placed for rewarding careers as games developers, games programmers, middleware programmers, programming/software engineers, software applications specialists, software architects, design engineers, software developers and software programmers.

**Inclusions**
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

**Course Outline**
The online e-Learning course addresses the following units of competency from the National ICASI Information and Communications Technology Training Package: All competencies must be successfully completed to attain the diploma. The program is broken into 4 logical clusters of training within the broad category of ICT systems:
1. Core Infrastructure;
2. Continuity & Security;
3. Continuous Improvement; and
4. Service Delivery & Governance.

**DIPLOMA OF DATABASE DESIGN AND DEVELOPMENT**
(ICA50511)

The Diploma of Database Design and Development provides the skills and knowledge individuals require to be effective in the design and development of ICT database systems. The qualification builds on a base core of design and development competencies, and is customised for professional interests via electives covering business needs analysis, quality assurance, and project management.

**Who Should Attend**
The diploma articulates the knowledge and aptitudes required by individuals to perform at a high level in demanding systems administration roles within organisations. Diploma of Database Design and Development participants are well placed for rewarding careers as business intelligence/data warehousing consultants, ColdFusion developers, CRM database designers, data warehouse trainers, data warehousing and business intelligence managers, database designers, database developers, senior database administrators, and senior project managers in data warehousing.

**Inclusions**
Upskilled Information Technology courses include detailed learning materials, assessments, online trainer support, and certification upon successful completion.

**Course Outline**
The online e-Learning course addresses the following units of competency from the National ICASI Information and Communications Technology Training Package: All competencies must be successfully completed to attain the diploma. The program is broken into 4 logical clusters of training within the broad category of ICT systems:
1. Core Infrastructure;
2. Continuity & Security;
3. Continuous Improvement; and
4. Service Delivery & Governance.
FOR STUDENTS
What happens when I successfully complete a course?
Participants who successfully complete course assessments and assignments will be issued a Nationally Recognised Certificate or Diploma.
Am I able to undertake the course online?
Yes, participants are able to undertake most courses online through Upskilled’s customised Learning Management System. The online program is conducted over a 12 month period through a blended learning approach of distance and online.
How long do the courses run for and how many classes are there?
With classroom delivery, our certificate IV and diploma courses generally run for about 7-8 months, incorporating 7 full-day class sessions. With blended learning, participants have the option to undertake their course online or in the classroom.
Who do I contact if I have any questions during the course or if I’m experiencing difficulties with my studies?
Upskilled’s highly qualified trainers and friendly student support staff are available to assist you with any questions you might have about the course. Contact student support on 1300 009 924 or email studentsupport@upskilled.edu.au.
During a course, can I change the delivery mode from classroom to online learning or vice versa?
Yes, changes to the training plan can be negotiated in consultation with an Upskilled Education Manager. Fees may apply.
Am I able to put my studies on hold?
You should contact an Upskilled Education Manager on 1300 009 924 to discuss your options.
Where can I find more information about Upskilled courses?
Detailed information about our courses, including course outlines, locations and start dates can be accessed on our website upsskilled.edu.au.
Do I need to purchase textbooks for the course?
No, all relevant course materials and resources are provided to participants at no extra charge.

How do I become eligible for the Federal/State Government funding or incentives?
Visit our Government Funding and Incentives webpage for more information about schemes you may be eligible for or contact one of our Education Managers for a detailed explanation on 1300 009 924.
Will there be exams towards the end of the course?
There are no exams; however, there are assignments and assessments that must be successfully completed.
Can studying with Upskilled help me get into University?
Yes. Upskilled has credit transfer agreements in place with a number of leading universities across Australia. These agreements ensure participants meet the minimum entry requirements to a range of bachelor degree programs upon completion of a selection of our diplomas. Additionally, credit transfer agreements can take up to a year off a University degree.
For more information, visit our Pathways to University webpage.

FOR EMPLOYERS
How can I ensure my employee completes all the requirements of the course successfully?
You should contact an Upskilled Education Manager to discuss your options or refer to the Student Information Pack for the policies and procedures regarding cancellations.
What happens if a student fails to complete the training?
As you have been monitoring your student’s progress you will know if they have completed the requirements. If you are unsure, you can contact our Student Support staff.
My staff member has completed all the requirements of the course. What happens now?
The participant will receive a statement of attainment from Upskilled. You can then start discussions about future training or other workforce development needs you may have.
My staff member has prior work experience relevant to the qualification. Can they gain credit?
Yes. Upskilled recognises that many participants come to their course with existing vocational skills and knowledge acquired from a variety of sources outside of formal training. Participants can make an application for Recognition of Prior Learning (RPL) at any time during their training program. An RPL application pack is available from the National Education and Compliance Manager and further information is available at upsskilled.edu.au.
Can I get help from Upskilled to find out what training our company needs?
Upskilled can provide a free consultation to examine any skills deficits, perform a training needs analysis and provide a training plan for your business. During this process we can also identify any possible opportunities for government funding or incentives.
Is it possible to get Upskilled to deliver the training at our workplace?
Upskilled is always pleased to explore onsite options for the delivery of training courses. Where participant numbers and client facilities make workshop-style training the best option we will contact the participant to provide training in the organisational setting where it will be applied.
Is it possible to get government funding support to train my workforce?
We have a range of government funding and incentive opportunities for training, all with varying eligibility criteria. You should contact an Upskilled Education Manager to discuss your options.
What is the eligibility criteria for Upskilled courses?
Eligibility criteria varies depending on the course type. Please refer to Upskilled’s Media Kit for more information. Alternatively, you can contact us at 1300 009 924.
Can I pay for my staff to do the course even if they do not qualify for government funding or incentives?
Yes, all of Upskilled’s courses are competitively priced and we also have payment plans available. Upfront payments also receive a 10% discount.
Is there any other paperwork that we need to fill in during the course?
There is paperwork that needs to be filled out such as training plans. Our staff will be able to assist you with any additional paperwork you may have.
Can I send multiple staff members to attend courses?
There is no limit to the number of staff members that your company can enrol onto the training. You will only receive funding for those who are eligible.

Australian Apprenticeship Costs
AACC’s are contracted by the Australian Government to provide assistance to individuals who wish to take up an Australian Apprenticeship or Traineeship as a career path, and to employers seeking to hire apprentices.

UPSKILLED GLOSSARY OF TERMS

An educational module or activity that is typically delivered in a lecture format. It introduces participants to the fundamentals of a particular skill or technique within a short period of time. It is formal recognition of an individual’s existing skills and knowledge as acquired through structured training, rather than from previous training, work or life experience. Where pertinent, RPL allows course participants to earn their nationally recognised qualification sooner by offering credit for certain units of competency.

Registered Training Organisation (RTO)
RTOs are registered in accordance with NVQ Standards for providing training and vocational education. RTOs include TAFEs, training institutes, private providers, community centres, schools, and industry organisations. Upskilled is an RTO, No 40534.

Statement of attainment
A document issued by an RTO once an individual has completed one or more units of competency towards a nationally recognised qualification at certificate or diploma level.

Traineeship
A traineeship is a combination of work and structured training that is designed to deliver industry skills and knowledge to the individual undertaking it.

Units code
Each unit of competency has a unique identifying code. For example, BSBPAX3103A is the code for the unit, ‘Managing a project’.

Units of competency
To gain a qualification, participants must have completed the required competencies as set in the course outcome. Some units are available to all accredited academic institutions, allowing participants the flexibility to tailor their qualification according to personal and professional interests.

Vocational Education and Training (VET)
VET prepares trainees for a trade or professional occupation. VET courses are offered by and delivered in colleges, community centres, TAFEs, and RTCCs.
Disclaimer
This brochure has been compiled for the information of students. To the best of our knowledge the information contained in this booklet is correct at the time of printing and may change without notice. Upskilled Pty Limited accepts no responsibility for any errors, nor any liability for any consequences that may follow from any person’s use of the material. All content and pictures contained within this publication are copyright Upskilled and cannot be reproduced without prior consent.

All information contained in this brochure is current as at 25th July 2012.