CHOOSING UPSKILLED

Upskilled is a leading RTO that innovates the effective and efficient delivery of vocational qualifications to working professionals at Certificate and Diploma level. As one of the largest Registered Training Organisations in Australia, we partner with businesses and career-minded individuals to secure superior measurable outcomes.

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 30 qualifications across 7 key disciplines:
- Business & Administration
- Management
- Project Management
- Sales & Customer Contact
- Information Technology
- HR & 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 conduct 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) over 12 months, 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.

IN 2011 UPSKILLED...

- Offered 32 qualifications across 7 key disciplines.
- Conducted 3,493 individual course sessions at over 70 metropolitan and regional locations nationwide.
- Delivered vocational training to over 7,000 participants during 27,944 hours of class time.

Government Funding/Incentives

The Federal and State Government commitment to Learning & Development means a comprehensive framework of funding opportunities exists to facilitate employee upskilling. Upskilled guides clients through every step and handles the administrative processes to ensure every opportunity for funding is explored.

At an 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 & development outlays
- Achieve overall competitive advantage in the market

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# Upskilled’s Qualifications

No matter your sector or time of career, Upskilled offers Certificate and Diploma programs that can advance your professional aspirations and support your organisation’s endeavours across learning and development.

## Administration & Business

### Certificate Courses
- Certificate II in Business [BSB20107]
- Certificate III in Business [BSB30110]
- Certificate IV in Business [BSB40207]
- Certificate III in Business Administration [BSB30407]
- Certificate IV in Business Administration [BSB40507]
- Certificate IV in Small Business Management [BSB40407]

### Diploma Courses
- Diploma of Business [BSB50207]
- Diploma of Business Administration [BSB50407]

## Management

### Certificate Courses
- Certificate IV in Frontline Management [BSB40807]
- Certificate IV in Customer Contact [BSB30211]
- Certificate IV in Customer Contact [BSB40307]

### Diploma Courses
- Diploma of Management [BSB51107]

## Project Management

### Certificate Courses
- Certificate IV in Project Management [BSB41507]
- Certificate IV in Project Management [ICA40211]

### Diploma Courses
- Diploma in Project Management [BSB51407]

## Sales & Customer Contact

### Certificate Courses
- Certificate III in Customer Contact [BSB30211]
- Certificate IV in Business Sales [BSB40610]

## Information Technology

### Certificate Courses
- Certificate I in Information, Digital Media, and Technology [ICA10111]
- Certificate II in Information, Digital Media, and Technology [ICA20111]
- Certificate III in Information, Digital Media, and Technology [ICA30111]
- Certificate IV in Information Technology [ICA40111]
- Certificate IV in Information Technology Support [ICA40211]
- Certificate IV in Web-Based Technologies [ICA40311]
- Certificate IV in Information Technology Networking [ICA40411]
- Certificate IV in Programming [ICA40511]
- Certificate IV in Systems Analysis & Design [ICA40711]

### Diploma Courses
- Diploma of Information Technology [ICA50111]
- Diploma of Information Technology Systems Administration [ICA50311]
- Diploma of Information Technology Networking [ICA50411]
- Diploma of Database Design and Development [ICA50511]
- Diploma of Website Development [ICA50611]
- Diploma of Software Development [ICA50711]
- Diploma of Systems Analysis and Design [ICA50811]

## Human Resources & Training

### Certificate Courses
- Certificate IV in Human Resources [BSB41007]
- Certificate IV in Training and Assessment [TAE40110]*

### Diploma Courses
- Diploma of Human Resources Management [BSB50607]

## Occupational Health & Safety

### Certificate Courses
- Certificate IV of Occupational Health and Safety [BSB41407]

### Diploma Courses
- Diploma of Occupational Health and Safety [BSB51307]

*Upskilled is delivering this qualification via an auspicing agreement with MEGT INSTITUTE (RTO No: 3945)