### Employer Information Pack Contents

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Introduction

Welcome to Upskilled.

As an Employer of an Upskilled Student you have a vital role to play in the progress and completion of their training. In most cases you will already be supporting your employees at this level or above as part of their existing employment contract and as part of general good business practice. We have detailed the requirements and as such, this will become a check list for you.

Upskilled's staff and trainers have a long history in industry and are committed to providing quality training and assessment services to support your student. Our trainers and assessors are highly qualified and have extensive experience. We are here to support you and your student throughout the training.

Students may be completing formal training using a variety of methods. This could be in face to face classes, online learning or through distance study. The student requires support from you in order to complete the requirements of the qualification and training. A student may attend a face to face session per month but are required to do more self-directed study in order to fulfil this requirement. The training package to which the qualification belongs is reviewed by each state training authority and allocated a range of nominal hours that it should take a student to complete successfully. Engagement hours are defined as time spent in formal training, engaging with study materials and researching and completing assessment activities. This does not include ‘on the job’ training.

Here are some examples of typical courses and the required hours of engagement required to be successful:

Example 1
Certificate IV in Frontline Management
Engagement hours – 385-490 (Vic recommendation) – Upskilled 438 for standard program
Face to face component may be 60 hours
Assessment tasks may be 80 hours
Study and research may make up the balance
A student endeavouring to complete this qualification in 12 months would be recommended to allocate around 7-8 hours per week for additional study and assessment outside of face to face training or online training.

Example 2
Diploma of Information Technology (Networking) (online)
Engagement hours – 590 (WA recommendation) – Upskilled 600 for standard program
Online component may be 260 hours
Assessment tasks may be 120 hours
Study and research may make up the balance
A student endeavouring to complete this qualification in 24 months would be recommended to allocate a total of around 6-7 hours per week for online training, study and assessment.

This document will provide you with information and answers to questions you may have in order to support your student throughout the learning journey they are about to commence.

If after reading this document you require further information the following links are good sources:
State training sites:
ACT, SA, NSW, TAS, NT, VIC, QLD, WA.

Abbreviations

Here are some of the most commonly used terms in abbreviated form as follows:
DET = Department of Education and Training
RCC = Recognition of Current Competencies
RPL = Recognition of Prior Learning
RTO = Registered Training Organisation
USP = Upskilled Student Portal
NVR = National VET Regulator
VET = Vocation Education and Training
OH&S = Occupational Health and Safety

Student Role

- Be open to learn new things and enjoy the learning journey
- Accept lawful instruction given by you in regard to work, training and instruction in the workplace
- Attend/participate in the formal training process, be it face to face sessions or online activities
- Abide by the policies and procedures outlined in the Upskilled Student Handbook
- Complete tasks, assessments, assignments, etc. that are set by the RTO
- Keep and update progress on either a copy of the training plan/record or Upskilled Student Portal and produce/show it to you upon request
- Notify you or the RTO if they are going to be late or absent from work or training
- Notify you or the RTO of any change to personal details such as address, name, etc. Abide by OH&S regulations
- If the student is under 18 a parent or guardian must co-sign the training contract

Employer/Supervisor Role

- Provide access to, full range of facilities/tools/work and other staff to complete the training requirements
- Endorse the training plan/record with the RTO and student
- Monitor the student’s progress at work
- Ask for progress reports from the student at least monthly and view the training plan/record or USP Liaise with the RTO regarding the student’s participation and attendance in formal training
- Confirm workplace competency with the RTO as required
• Read the student information pack which outlines the conditions and policies of the training provided by Upskilled
• Provide a supportive communication mechanism for students
• Provide mentoring support in the workplace for students

Record Keeping – retain the following:
• Employer's copy of the training plan/record
• Information received on student attendance at RTO’s training sessions, if applicable
• Results of formal training undertaken by the student

RTO Role

• Develop a training plan/record for the student in consultation with the employer
• Provide a copy of the training plan/record to the employer and student
• Provide formal training and assessment activities of the training
• Provide training attendance records for employers as requested
• Process and assess any applications for RCC or RPL Ensure training and assessment is competency based
• Liaise with the employer to confirm workplace competence
• Offer flexible training arrangements to the student and employer that suit the identified need
• Issue certificates for qualifications based on the AQF once requirements are met
• Issue statements of attainment for students who may not complete the whole qualification
• Conduct all RTO operations to the NVR standards of registration
• If the student is under 18 a parent or guardian must co-sign the training contract
• Proved a child safe environment for students under the age of 18

Licensing Requirements

Licensing requirements may be required in some industries. If your industry has licensing requirements then you will need to ensure that upon completion the student applies for any licenses that are required in order to work in the industry.

E.G.

• air conditioning and refrigeration
• electrical
• carpentry and joinery
• bricklaying
• floor and wall tiling
• glazing
• painting and decorating
• landscaping
• plumbing, gasfitting and draining
FAQ

Can I cancel the training?
You should contact Upskilled Education Manager to discuss your options or refer to the student information pack for the policies and procedures regarding cancellations.

We have a major project on and I would like to put the training on hold, is that possible?
You should contact Upskilled Education Manager to discuss your options.

Can I change the way the student does the training, like online or face to face?
Yes, changes to the training plan can be negotiated by contacting an Upskilled Education Manager.

How do I know when the student has finished the training?
As you have been monitoring your student’s progress you will know if they have completed the requirements. If you are unsure contact our Student Support staff.

The student just finished all of the requirements. What happens now?
You will receive the certificate from the RTO. You can start discussions on future training or workforce development needs you or your company have.

My student is quite experienced and I want to know if that will be taken into account or if they can get credit or something for it, is that possible?
Yes the process that you are describing is an RPL or RCC process. This is offered to all students enrolled at Upskilled. If you are unsure if the student has applied, please ask them or contact Upskilled Education Manager to discuss.

Can I get help from Upskilled to find out what training our company needs with other staff?
Upskilled has very experienced staff in adult vocational workplace learning and is able to assist with workforce development plans and conducting training needs analysis.

Is it possible to get Upskilled to deliver the training at our workplace?
You should contact Upskilled Education Manager to discuss your options. Courses onsite are a regular part of our service to our clients. Minimum numbers requirements must be met.

Is it possible to get government funding support to train my workforce?
You should contact Upskilled Education Manager to discuss your options.
Responsibility matrix for student qualification training

How this process looks

**RASCI CHART**

R – Performs the Action
A – Accountable for the quality and process of the action
S – Supports the ‘R’ role with the action
C – Consulted with prior to the activity being performed
I – Informed that the action has been completed
<table>
<thead>
<tr>
<th><strong>Action</strong></th>
<th><strong>Student</strong></th>
<th><strong>Employer</strong></th>
<th><strong>RTO</strong></th>
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<tbody>
<tr>
<td>Course Enrolment</td>
<td>R</td>
<td>C</td>
<td>A/S</td>
</tr>
<tr>
<td>Training Plan/Training Record creation</td>
<td>C</td>
<td>C</td>
<td>A/R</td>
</tr>
<tr>
<td>Formal Training</td>
<td>R</td>
<td>C/S</td>
<td>A</td>
</tr>
<tr>
<td>Formal Assessment of competency</td>
<td>R</td>
<td>I</td>
<td>A/S</td>
</tr>
<tr>
<td>Work Based Competency (as required)</td>
<td>R</td>
<td>A/S</td>
<td>C/S</td>
</tr>
<tr>
<td>Monitoring Progress</td>
<td>R</td>
<td>A/R</td>
<td>S</td>
</tr>
<tr>
<td>Certificate Issuance</td>
<td>I</td>
<td>C</td>
<td>A/R</td>
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