



UPSKILLED

Upskilled Code of Practice

Version 3

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www.upskilled.edu.au

Upskilled Pty Ltd

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Code of Practice

1. Background

The Upskilled Code of Practice documents, from a clients' perspective, how Upskilled Pty. Ltd. (Upskilled) will meet the obligation of its agreement to provide services to the client.

Upskilled is a Registered Training Organisation (RTO). As an RTO Upskilled is registered with Australian Skills Quality Authorisation (ASQA) and is required to comply with all standards and conditions set out in the Standards for Registered Training Organisations 2015.

Innovation in Education is the principle upon which Upskilled models its business. Upskilled is mindful that this innovation must not compromise quality and the rights of clients. The code of practice reflects our commitment to our clients.

2. Protecting Consumer Rights

Upskilled ensures clients' rights as a consumer are protected and they receive the services detailed in their agreement by:

- a. Marketing and advertising to prospective clients in an ethical and accurate manner.
- b. Informing clients before enrolment of all the costs and charges that will be incurred throughout the course.
- c. Ensuring Upskilled has fair refund policies that are documented and provided to each client prior to enrolment.
- d. Ensuring academic, financial and other records maintained by Upskilled are complete and accurate. These records remain confidential and will not be divulged to third parties as outlined in Upskilled's privacy policy available on the Upskilled website.

3. Access and Equity

Upskilled adheres to principles of access and equity and meets its legal obligations and maximises outcomes for each client:

- a. We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- b. Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- c. We will deal fairly and constructively with your concerns and complaints about our services. Complaints escalation steps, including engaging independent arbitration as required, ensure agreed resolution of complaints

4. Industry Engagement

Industry is engaged by Upskilled during course creation and various review stages so clients can be confident the qualifications issued by Upskilled are relevant to industry needs:

- a. We regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures our graduates hold the required skills and knowledge to the standard of performance required in the workplace
- b. Our learning and assessment strategies are developed in consultation with industry to ensure they are relevant to industry needs.
- c. Our training and assessment staff continuously engage with industry to ensure their knowledge and skills reflect current industry practice.

5. Quality

Quality of training and assessment provided across all of Upskilled operations is assured by:

- a. Our organisation's commitment to continuously improving the services we offer and by seeking feedback from students about the services received from us.
- b. Ensuring that at all times our operations complies with the Standards for Registered Training Organisations 2015.

6. Addressing Learners Individual Needs

Upskilled meets the individual needs of learners by assessing their current skills and knowledge prior to the commencement of training by:

- a. Recognising you may hold skills and knowledge which are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning (RPL).
- b. Regularly reviewing and updating RPL kits which have been created to ensure industry currency and relevance.
- c. Recognising if you have completed relevant units of competency with another Registered Training Organisation and upon verification of records, automatically crediting these towards completion of your qualification.
- d. Offering learning and assessment services as far as practicable to meet your individual learning needs. We can tailor your training program to meet your needs.
- e. Providing reasonable adjustment to support students with special needs and disabilities which may include use of educational support and alternative methods of assessments such as oral assessments. Reasonable adjustment will not compromise the level of competence in any unit of competence and the integrity of the qualification will not be impacted.

7. Further Information

Please contact us if you have any queries about the personal information that we hold about you or the way we handle that personal information. Our contact details for privacy queries are set out below.

Operations Officer

Upskilled Pty Ltd
 Suite 2, Level 4
 27 Christie Street
 St Leonards, NSW 2065
 Telephone: 1300 009 924

For online enquiries you can contact us [via email](#).

8. Changes to This Policy

We may amend this Policy from time to time. The current version of this Policy will be posted on our website.

Document Name	Version	Approved	Policy Owner	Effective	Review
Privacy Policy	3	CEO	National RTO Manager	01.11.2019	30.10.2020
RTO	RTO 40734 Upskilled Pty. Ltd ABN 14 125 906 676				
Version History	V1 – Original Policy implemented 16.10.2017 V2 – Rebranding of the Code of Practice 16.09.2018 V3 – Significant changes to reflect current statutory requirements				