



4 Up Skilling PTY. LTD.
RTO number 32141

Student Handbook

This Student Handbook belongs to:

Student Name _____

STUDENT HANDBOOK

Acknowledgement of Country

4 Up Skilling respectfully acknowledge the traditional custodians of the Country of all locations where our learning activities are hosted.

We extend our respect to Elders, past present and emerging, and acknowledge our future generations of indigenous people.

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WELCOME

Thank you for selecting *4 UP SKILLING PTY. LTD.* to further your education and training.

4 Up Skilling is a Registered Training Organisation (RTO No. 32141) and is recognised by the Australian Skills Quality Authority as a provider of nationally recognised training of the following qualifications:

AHC20122	Certificate II in Agriculture
AHC30122	Certificate III in Agriculture
AHC30522	Certificate III in Poultry Production
AHC30422	Certificate III in Pork Production
AHC40122	Certificate IV in Agriculture
AHC50122	Diploma of Agriculture
AHCSS00074	Agricultural Chemical Skill Set

4 Up Skilling has Trainers that are leaders in providing vocational education and training in Australia. We aim to provide a quality experience, which meets the needs of all students.

To assist you with your training we have developed this Student Handbook. Please take the time to read it carefully, and should you require further information contact our staff or visit our website at www.4upskilling.com.au.

Our team is committed to maintaining our high standards for training and assessment. We are proud of the qualifications and statement of attainments we issue and are recognised as a quality Registered Training Organisation.

We trust that you will find your training and assessment experience with 4 Up Skilling a rewarding experience. We look forward to your feedback to ensure that our products and services meet your expectations.

We wish you a very successful journey with us.

Regards,

Robyn Richards

Managing Director

4 UP SKILLING PTY. LTD.

ABOUT 4 UP SKILLING

Our Vision:

To enhance the future of the Agricultural sector through the delivery of flexible, specialised education & training that meet the needs of Industry.

Our Mission:

4 Up Skilling is a training provider dedicated to improving the Agriculture sector. Our training is designed to develop effective employability skills for people either working, or intending to work, in the rural sector. We are strongly committed to the personal and professional growth of our students and the Industry in which we work.

Our Focus:

4 Up Skilling has a strong emphasis on engaging with its clients to develop skills to improve production outcomes in the workplace. We have access to a wide range of industry specialists, recognised as leaders in their field and we ensure the training offered is relevant, timely and delivered at locations designed to suit the needs of our clients.

Our Values:

- We are devoted to the agricultural industry and prioritise the wellbeing, empowerment, and success of our students.
- We love the important work we do and take ownership of our tasks and responsibilities.
- Together we learn, we grow, and we thrive.

CONTACT US

If you have further questions regarding your enrolment, training or assessment, please contact our Office during business hours:

Phone: 03 5795 3276

Email: info@4upskilling.com.au

or alternatively you can write to us at:

4 Up Skilling PTY. LTD.

9 Binney Street

Euroa, 3666

GLOSSARY

AQF means the Australian Qualifications Framework; the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

- AQF certification documentation is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.
- AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

ASQA means the Australian Skills Quality Authority; the national vocational education and training (VET) regulator.

Eligible (Student) means an individual who is eligible for training subsidised in accordance with the eligibility requirements specified by the relevant (State Government) VET Funding Contract. See more information about the eligibility requirements for your location in the Appendix.

National Standards means the *Standards for Registered Training Organisations (RTOs) 2015* and its User Guide.

Recognition of Prior Learning (RPL) is a process that assesses the competency of an individual that may have been acquired through formal, non-formal (such as previously unrecognised skills and knowledge), or informal learning. This process determines the extent to which an individual has achieved the required learning outcomes, competency outcomes, or standards for entry into, and/or partial or total completion of a program of study. For the avoidance of doubt, RPL does not include credit transfer or recognition of current competency.

RTO means registered training organisation.

Training Package means a set of qualifications and units of competency developed to meet the training needs of an industry, or a group of industries, and endorsed at the national level.

VET means vocational education & training.

Future references to 4 Up Skilling PTY. LTD. in this document are henceforth recorded as just **4 Up Skilling**

CONDITIONS OF ENROLMENT

To enrol with 4 Up Skilling Students **must** complete a range of paperwork prior to commencement in training. This includes:

1. Pre-Training Review (PTR) Applicant form.
The PTR process also includes **mandatory** assessment of your Language Literacy & Numeracy (LLN). LLN is assessed using our online platform LLN Robot.
Where connectivity is a restrictive factor, a paper based LLN assessment can be requested.
2. Unique Student Identifier (USI) number **must** be provided or, USI Disclosure Form, where no USI number is available.
3. Enrolment Form: the privacy statement **must** be signed (*enrolment forms should be co-signed by a parent/guardian where a student is under 18 years of age*).
4. Authorised Training Plan **must** be signed.

Unless they are under a Training Contract with the VRQA as a School Based Trainee. students under **17 years** of age, at the time of training commencing, must provide a copy of their **'Transition From School'** documentation.

RTOs are required to both sight and retain evidence of exemption of school attendance. A copy of the individuals 'Transition From School' documentation must be provided and will be retained by 4 Up Skilling.

PRE-TRAINING REVIEW

4 Up Skilling conduct a Pre-Training Review (PTR) of all* individual students prior to training commencing, or prior to enrolment. The PTR aims to:

1. ensure the chosen course is the most suitable course to help a student reach their chosen career path and goals, taking in to account their prior experience, preferred learning styles; and
2. identify language literacy and numeracy (LLN) skills and digital skills of the learner and the appropriate support, and learning materials and strategies to be implemented, where relevant.

*There are some exceptions see PTR & LLN procedure (USLLN v2)

A (4 Up Skilling) Coordinator evaluates the completed PTR form along with the results of the (applicant's) online LLN quiz.

PTRs are maintained securely and remain confidential.

If you do have any learning difficulties you are encouraged to discuss these with your Coordinator either prior to enrolling, or prior to the course commencing. Be assured that discussions with our Coordinators will be treated as confidential and will not hinder you from continuing your studies.

We provide guidance where possible to assist students in meeting their learning needs and course expectations. This is through the provision of support by Coordinators or Trainers and Assessors. These 4 Up Skilling staff are all contactable through email, text and

phone. Support may take the form of one-on-one additional tutorials, the use of assisted technologies, or other means of reasonable adjustment* to the assessment requirements.

* see, Reasonable Adjustment for further information.

PROVISION OF A UNIQUE STUDENT IDENTIFIER

All students studying in the Vocational Education and Training (VET) sector are required to hold a Unique Student Identifier (USI), as per the federal government's directive, and the Student Identifiers Act 2014.

Enrolling students must obtain a USI number by visiting www.usi.gov.au/students/get-a-usi (this is a quick and easy process and can be completed on a smart phone). The USI must be recorded on your 4 Up Skilling Enrolment form to complete the enrolment process. This can be done with your Coordinator &/or an Administrative Officer if you require support.

A USI Factsheet is available for more information. Those enrolling by distance, or with other limitations, can choose to be assisted to acquire a USI by completing a USI Application form (available on our website at www.4upskilling.com.au). If you would like 4 Up Skilling to apply for a USI on your behalf, you will note that you must declare you have read the privacy information at: <https://www.usi.gov.au/about-us/privacy>

- An USI number must be supplied within 7 days to ensure the enrolment process is not delayed.
- No authenticated VET transcript or results of training will be issued to a student without a verified USI.
- All USI and related information obtained by 4 Up Skilling will be maintained securely.

COURSE FEES

4 Up Skilling delivers Nationally Recognised Training with State and Commonwealth Government funding to eligible individuals.

Ineligible participants are full fee paying. Course Fees are subject to change given the needs of the student, the elective units chosen, and adjustments to student Training Plans.

4 Up Skilling requires upfront payment of fees for a calendar year:

This includes Student Tuition fees & Resource or Material fees on enrolment or invoicing. Late payment of fees will result in the student not being permitted to attend future classes/workshops.

- Payment of enrolment fees – the employer will automatically be invoiced for any fees and charges related to enrolment of a trainee employed with them. This also applies to non-trainees employed by them.
 - If the student, or another party (parent or guardian for example), is paying enrolment fees please ensure you advise your Coordinator or contact our Finance Manager directly at accounts@4upskilling.com.au.

Note: All fees must be paid for receipt of any Certificate or Statement of Attainment on successful completion of training and assessment.

Where a unit of competency (or component of the training) is not completed within the scheduled timeframe provided (or by the dates agreed on the student training plan), the student, or their representative, may be required to pay for the services again in the subsequent year (given no extenuating circumstances exist and/or the delay in training is no fault of 4 Up Skilling).

4 Up Skilling will not accept prepaid fees of more than \$1,500 from an individual student (or their representative) prior to the commencement of the course, or at any one time.

If, collectively, fees are greater than \$1,500, the amount outstanding will be invoiced only when the student has received at least \$1,500 worth of services.

This includes all fees; Tuition fees, Resource or Material fees and any other fee component that is a mandatory payment for the course. This requirement does not apply, where an employer engages 4 Up Skilling to provide training and/or assessment to members of its staff through a negotiated commercial transaction.

Concession rates apply⁺ at 20% of the funded Student Tuition Fee rate for eligible students with relevant concession cards but, only for Certificate IV qualifications and below. Eligible concession cards include:

- Commonwealth Health Care card
- Pensioner Concession card
- Veterans Gold card
- Concession rates also apply for enrolments in a course at any level to eligible persons who: self-identify as being of Aboriginal or Torres Strait Islander descent, under the Indigenous Completions Initiative.

⁺ *Concession rates also apply for enrolments in courses at the Certificate IV level and below to eligible persons who: are asylum seekers or trafficked persons enrolled on or after 1 July 2016 under the Asylum Seeker VET program.*

Concession rates apply only when valid concession is provided at enrolment & again at each subsequent invoicing events (unless the student is on a part payment scheme, paying an invoice in instalments).

- Where an individual becomes ineligible for concession before the completion of the hours for which they have paid Tuition fees, this does not affect past paid fees.
- However, if valid proof of concession cannot be supplied on re-invoicing, the concession rate will no longer apply, and future invoice amounts will be as per eligible full fee rates.

Our indicative course fees are available on our website at www.4upskilling.com.au.

Students are given a Statement of Fees prior to enrolment, which explains how fees are calculated, what you are paying for (tuition, materials etc.), and how the payment is scheduled to be paid. As previously noted, fees are normally payable on enrolment, or on invoicing.

Full fee-paying students (those individuals not eligible for government funding) are required to pay fees upfront however, a part payment plan may be negotiated.

For small or large group enterprise training, a payment schedule will be negotiated. In these instances, a minimum payment of 50% of the fees are generally required prior to the training commencing.

Credit transfers do not accrue fees unless a student requests to enrol solely with the purpose of gaining recognition via credit transfer for specific units, (Credit transfers cannot be applied for a full qualification). In these instances, an administrative fee will be charged.

REFUNDS

4 Up Skilling will provide refunds in accordance with the organisation's Fees, Charges & Refund Policy. Course fees may be refunded or reallocated under the following circumstances:

- If 4 Up Skilling cancels the course for any reason, the student will receive a full refund (or pro-rata adjusted refund). 4 Up Skilling may also offer the student a transfer to another course, this choice is for the student to make;
- If the student wishes to change their enrolment into another course with 4 Up Skilling, the course fees paid will be transferred to new course;
- Partial refunds will be granted for withdrawals or cancellations that occur within 4 weeks of commencement of the course. In these instances, refunds will be for all units of competency not yet commenced, minus an overall administering cost of \$100;
- 4 Up Skilling has measures in place to ensure that students receive a refund of fees for services not provided. This includes services not provided as a result of the financial failure of 4 Up Skilling.

No refund applies if:

1. No refunds will be granted for units of competency that have commenced; unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances that warrant non-completion of course. In these cases, the student may wish to return to the course at a later date. This must be approved by 4 Up Skilling and the student must return within 1 year of enrolment date to complete the course.
2. No refund will be granted after 4 weeks of commencement of the course.
3. If a student applies for RPL and the application is unsuccessful, there will be no refund.
4. The student fails to comply with terms and conditions of enrolment which include, 4 Up Skilling policies and procedures and that specified in the Student Handbook and Code of Practice, available on the 4 Up Skilling website.
5. The student provides false or misleading information.

A Refund Application form is available on our website at www.4upskilling.com.au.

CODE OF CONDUCT

4 Up Skilling employs or contracts Trainers who are leaders in the field of vocational education and training. We aim to always provide a quality experience, which meets the needs of all our students.

Our team is committed to maintaining our high standards for training and assessment. We are proud of the qualifications we issue and are recognised as a quality Registered Training Organisation.

All 4 Up Skilling students are expected to take responsibility for their own learning and behaviour during both training and assessment.

4 Up Skilling reserves the right to terminate the training for any student that:

- Deliberately endangers the health and safety of another student or trainer.
- Has not attended four (4) consecutive scheduled training sessions, or who have been unreachable for up to eight (8) weeks, without first giving due cause for their absence in writing (also see Absenteeism).
- Deliberately falsifies or changes documents and/or training and assessment outcomes either personally or via another person/s.
- Divulges personal and confidential information pertaining to another student's documents and or assessment and training outcomes.
- Refuses to abide by the student's responsibilities as outlined in "The Rights and Responsibilities of Students" (see the Code of Practice, page 17 available on our website www.4upskilling.com.au).
- Breach the rights of copyright owned by 4 Up Skilling or any material that is given to the student for use during the course.
- Prevents, in any way, another student from completing or continuing their training / course in the reasonable peace and privacy assured them by 4 Up Skilling's Code of Practice.
- Commits Plagiarism or cheating.
- Refuses to act according to the reasonable restrictions placed in training venues. E.g., smoking policies, parking, access, etc.

COMPETENCY BASED TRAINING

Qualifications are comprised of Units of Competency, which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas.

The National Standards provide a framework for training and assessment and specify what Competencies an employee - at a particular level - within a particular industry should be reasonably expected to achieve.

For our purpose Competency may be defined simply as:

‘... the ability to perform a job to the required level of performance expected in the workplace.’

4 Up Skilling are committed to offering quality training and assessment practices that comply with the national standards.

MODES OF DELIVERY

4 Up Skilling offers flexible learning and assessment options to learners. Delivery of training can be:

- Via webinars - with ongoing support from a Coordinator, and workplace assessments.
- Via the workplace - with monthly contact from your Coordinator along with scheduled visits and workplace assessments.
- Via face-to-face workshops (class) involving small-group and individual activities and with assessments (sometimes held during class and/or) in the workplace.
- Via blended delivery that encompasses all or some of the above options to suit the student (and/or their employer).

Flexible delivery means providing training when it best suits the student and/or their employer. Flexible delivery focuses on **learning** rather than **teaching** and aims to provide the best possible learning experience. This means that the student has greater control over what, when and how they learn.

*For programs with “online components” please see the **Online Service Standards** available on the 4 Up Skilling website.*

INABILITY TO DELIVER TRAINING

Whereby 4 Up Skilling, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in, the student will be referred to an appropriate alternative RTO.

This may include instances when:

- Class numbers are surpassed or insufficient.
- RTO registration is cancelled; or
- A (State Government) VET Funding Contract is no longer available to eligible students previously commenced by 4 Up Skilling who are wanting to continue their studies.

STUDENT ENGAGEMENT

Student engagement is considered paramount in achieving a successful outcome. Students are expected to take responsibility for their own learning by contacting Coordinators as needed, attending training sessions and meeting assessment deadlines.

- **Students are encouraged to have contact with their Coordinator *at least once a month*.**

4 Up Skilling Coordinators are responsible for monitoring student engagement throughout the student's journey. This ongoing contact may be in addition to any regular attendance to structured learning activities, either face-to-face or digitally. This contact is made to ensure students who need assistance with learning or assessment, or those considered at risk of becoming unengaged, are managed.

Employers of trainees / SBT, and workplace-based students will also be contacted regularly. *Employers can access more information about how to support students, especially trainees, in the 4 Up Skilling 'MESS' handbook.*

Employers and Students may be contacted by email, SMS, phone, post, face-to-face (i.e. meetings, training workshops, workplace visits), and online webinars/ tutorials.

RECORDING OF ONLINE LEARNING & CONSENT

4 Up Skilling is subject to the Privacy and Data Protection (PDP) Act 2014 (Vic), and the national. We work to Australian Privacy Principles.

Personal information collected serves the sole purpose of satisfying our legal RTO obligations, including those requirements set out by our national regulators and state training authorities, or that required and agreed to at enrolment.

Our online training sessions may be recorded for audit / regulatory purposes. These recordings are likely to be shared with other 4 Up Skilling students. 4 Up Skilling does not share online recordings with members of the general public or other parties not required by law.

Our younger students (those under 18 years of age) are encouraged to speak with a parent / guardian about their rights and consent to taking part in a recorded live online session. Younger students are further protected by our Child Safe Code of Conduct*. It is recommended that:

- younger participants attend online training in a setting where access is available to others (i.e. doors remaining open); and
- a family member, school representative, workplace supervisor, or other agent be present if one on one tuition/assessment/support is needed for younger learners.

* see, Compliance with Legislation & Regulatory Requirements for further information.

By attending an online session, you consent to being part of a recorded session.

- *We give our students the option of not identifying themselves while participating online.*
- *We recommend if you wish to remain anonymous during a session that you keep your personal video feature disabled (so you cannot be seen), your microphone muted (so you cannot be heard) and your chat feature set to private (so it can only be seen and read by the facilitator).*

Please note your attendance and participation **must** be monitored and recorded.

If you **do not consent** to be part of a recorded session, please remove yourself from the session and bring this to your coordinator's attention as soon as practicable.

IF YOU AGREE TO BE RECORDED, PLEASE HAVE YOUR CAMERA ON AND

- Be ready to unmute yourself or
- Use the Chat function to respond when required.

The privacy and rights of our students are paramount when we plan our training and assessment strategies. If you are worried about your privacy, please contact your coordinator to discuss your concerns. Alternatively, if you feel there has been a breach of your privacy rights, please put your concerns in writing to the Quality Manager at quality@4upskilling.com.au.

ABSENTEEISM

When a student will be absent for an extended period of 2 or more weeks (i.e. if you are going away on holidays or are unwell) 4 Up Skilling must be notified.

- If a student has not attended four (4) consecutive scheduled training sessions or
 - where they have been unreachable for up to eight (8) weeks,
- without first giving due cause for their absence in writing, 4 Up Skilling reserves the right to withdraw them from the relevant units.

Deferrals

4 Up Skilling allow students to defer their studies for a period of up to 6 months, provided notice is given to the Coordinator prior to deferral.

WITHDRAWAL FROM UNITS OF COMPETENCY OR A QUALIFICATION

A student will be considered formally withdrawn from their enrolment, in one or more units of competency of a course, or a qualification (where relevant):

- Upon written/verbal confirmation from their Coordinator OR
- withdrawn by 4 Up Skilling as per the points outlined in Absenteeism above.

Withdrawals made after 4 weeks from commencement of a course do not entitle students to a refund of fees paid. (Refer to our *Fees, Charges and Refund Policy* for further details.)

ASSESSMENT

Assessment is defined as the process of '*collecting evidence and making judgments*' on the nature and extent of progress towards the performance requirements set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved'.

In simple terms, Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. In order to be assessed as Competent (C), you will need to provide evidence, which demonstrates that you have the essential knowledge and skills to satisfactorily complete the relevant unit to the required standard. Competency is simply about demonstrating that you can do the task with confidence to the required industry standard.

An interim assessment result of 'Not Yet Competent' (NYC) is not a fail. It identifies that more information or further confirmation of the knowledge and skills are required. Our Assessors will provide feedback to guide any resubmission or reassessment you might need to undertake. Where a final assessment of NYC is given, a student must attempt the unit again, this includes re-enrolment and retraining in the unit.

Students have up to three (3) attempts to successfully be deemed competent within each unit of competency.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees. The outcomes that need to be achieved are outlined within each unit competency and also within the overall qualification description. Your Assessor will outline what these are prior to you undertaking any final assessment.

Assessment methods used may include:

-
- Short answer questions or multiple-choice questions
 - Workbook or workplace activities
 - Projects or assignments
 - Portfolios of workplace documents or photographs
 - Logbooks or work record books
 - Oral presentations (in person or via video recording)
 - Practical reports - demonstration of skills (in person or via video recording)
 - Role plays or simulations.

4 Up Skilling aims to provide students with assessment outcomes within thirty (30) days of the student submitting their assessment. If assessment timeframes are extended beyond six weeks (e.g. times of peak demand, holiday period, unforeseeable circumstances having arisen), any students affected will be advised by email with an estimated timeframe.

Indicative time to work on your assessment tasks:

To successfully complete each assessment, you will need to put aside time for 'study' each week. We recommend the following:

- Certificate II and Certificate III qualifications – at least 30 minutes each week.
- Certificate IV qualifications – at least 1 hour each week.
- Diploma qualifications – 1 to 2 hours each week.

For more detailed information about the assessment process refer to the Student Assessment Information Book.

There are four key principles that are a part of the assessment process:

Validity

- The assessment is seen as actually assessing what is supposed to be assessed.
- The assessment adequately samples the range of skills and knowledge needed to demonstrate competence.
- The current performance of the competencies in the workplace is assessed.
- The results of the assessments can be used as a pointer to the student's performance in the workplace.

Reliability

- Reliable assessments use methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently from student to student and context to context.

Flexibility

- Flexible assessments should provide for the recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods and be appropriate to the context, task and person.

Fairness

- Assessment is fair if it does not disadvantage particular students. For assessments to be fair, students must clearly understand what is expected of them and what form the assessment will take.

MUTUAL RECOGNITION

4 Up Skilling recognises the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment (SOA) issued by any other Registered Training Organisation. These may be used to gain Credit Transfers (CT) towards your Qualification.

CREDIT TRANSFERS

Credit transfer (CT) is the process of awarding credit for a unit/s of competency previously attained. Credit transfer is not the same as Recognition of Prior Learning (RPL) (refer to the RPL policy, USRPL).

Credit transfer can be granted for unit/s of competency with the same unit code and unit title. If there is a difference in code and/or title, for credit transfer to be granted the new unit must be deemed 'equivalent' as published on the National Training Register <https://training.gov.au/>. If a unit is deemed 'non-equivalent' on the National Training Register, 4 Up Skilling will be unable

to grant credit transfer. In these cases, the student may be directed to investigate an RPL pathway.

For evidence that a credit transfer is valid, the trainer/coordinator must sight the original or a certified copy of the original Statement of Attainment that was issued by a Registered Training Organisation (RTO). Students must authorise 4 Up Skilling to share information relating to the validation of credit transfer information; this done achieved through the use of an Authority to Release form (USRIA) that is signed by the student and sent to the issuing RTO.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience. RPL is used to determine the advanced standing, within a training program, that the learner may be awarded as a result of this learning/experience. RPL assessments are primarily used to determine an individual's starting point in a course or program.

In all cases, the onus is on the applicant to document and present a convincing case to justify a claim for RPL. Whilst Trainers and Assessors may provide guidance or assistance to the applicant, it remains the applicant's responsibility to present their case to the satisfaction of the RPL assessor.

Course participants seeking RPL must identify this on their Pre-Training Review document and/or via direct application to the relevant program Coordinator. In either case, RPL applicants must discuss their suitability with the Coordinator and provide documentation to support that application.

An application for recognition is available on our website at www.4upskilling.com.au.

A student undertaking an RPL process will be resulted either:

RG - RPL Granted

RNG – RPL No Granted

RECOGNITION OF CURRENT COMPETENCY (RCC)

Recognition of current competency applies if an applicant has previously successfully completed the requirements for a unit of competency or module and is now wishing to be reassessed to ensure that the competence is being maintained. In this case no extra skill or competencies are nationally recognised.

ACCESS AND EQUITY

4 Up Skilling is committed to providing vocational education and training opportunities to all people, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that we provide fair access to training for the disadvantaged and those with a disability. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

As part of our Equal Opportunity policy, we abide by the Disability Standards for Education 2005. These Standards seek to ensure that students with disability can access and participate in education on the same basis as other students. On the same basis means that a student with disability must have opportunities and choices which are comparable with those offered to students without disability. This applies to:

- admission or enrolment in an institution
- participation in courses or programs
- use of facilities and services

For more information about the Disability Standards for Education 2005 please visit

<https://www.education.gov.au/swd/resources/fact-sheet-2-disability-standards-education-2005>

REASONABLE ADJUSTMENT

Reasonable adjustment refers to adjustments that can be made to the way in which assessment evidence of an applicant performance can be collected. Adjustments can be made to meet the needs and characteristics of the applicant/s being assessed and taking into account any equity requirements. This is often practiced when students identify they have special learning needs.

In the event that you are having difficulty understanding or completing training or assessment (due to disability, language or learning difficulties) please notify your Coordinator immediately. Adjustments to your training and/or assessment requirements will be discussed, and a plan put in place to support your learning.

SUPPORT SERVICES LISTING

See the list below of contact details for possible educational and other support services. Please be aware that these services are not provided directly by 4 Up Skilling.

Service	Weblink	Phone
Health Support Services		
LIFELINE	https://www.lifeline.org.au	13 11 14
Kids Helpline	http://www.kidshelp.com.au	1800 55 1800
Beyond Blue	www.beyondblue.org.au	1300 22 4636
White Ribbon	https://www.whiteribbon.org.au	1800 RESPECT or 1800 737 732
National Disability Service	https://www.nds.org.au	1800 800 110
Nurse on Call	https://www.healthdirect.gov.au/nurse-on-call	1300 60 60 24
Learning Support Services		
Reading & Writing Hotline	http://www.readingwritinghotline.edu.au	1300 655 506
Adult Literacy and Numeracy	https://ala.asn.au/adult-literacy-and-numeracy/	1800 018 802
Indigenous and other cultural Support		
Indigenous Services and Support	https://indigenousservices.com.au https://www.niaa.gov.au/ https://www.indigenous.gov.au/	0417 918 488 1800 079 098
Adult Migrant English Program (AMEP)	https://immi.homeaffairs.gov.au/	
Employment & Career Support		

My future	www.myfuture.edu.au	
My Skills	www.myskills.gov.au	
Career Information Australia	https://www.yourcareer.gov.au/learn-and-train	
Job Outlook	https://www.jobsandskills.gov.au/data/occupation-and-industry-profiles	
AISC	https://asic.gov.au/	
Financial Support		
National Debt Helpline		1800 007 007
Centrelink	https://www.servicesaustralia.gov.au/centrelink?context=1	

CHEATING AND PLAGIARISM

4 Up Skilling has no tolerance for plagiarism or cheating. We will strictly enforce the penalties outlined below for any student who is found to have engaged in cheating or plagiarism during any of their submitted assessment documents.

WHAT IS CHEATING?

Cheating is copying someone else's work – sharing or copying an assessment, test or assignment or doing someone else's assessment, test or assignment.

WHAT IS PLAGIARISM?

"Plagiarism is using the words or idea of others and passing them off as your own.

Plagiarism can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement."

<https://www.student.unsw.edu.au/what-plagiarism>

CONSEQUENCES

The consequences of being caught plagiarising or cheating may include: repeating the entire unit, suspension from your course and possible cancellation from the course.

SUBMISSION OF ASSESSMENT EXTENSIONS

Students are expected to submit their assessment by the deadline provided. Where no deadline has been given, it is expected submission will occur one month prior to the unit end date recorded on your Training Plan. If for any reason, you are unable to undertake the assessment within the specified timeframe, please contact 4 Up Skilling before the time limit expires. The training plan may need to be revised given the presence of appropriate circumstances.

Where a student is unable to meet an assessment deadline, they **must request an extension** from their Coordinator.

- Evidence of participation in learning or assessment for a unit must be submitted to the Coordinator to authorise an Extension. This evidence must demonstrate the student has been actively working on the unit in that given month:
 - in most instances the Coordinator will request the submission of any (part of the) assessment completed up to the point of the extension request.

- If after this initial extension, the student requires a further extension, a Study Support Plan will be developed in consultation with the Coordinator. This plan identifies how the student will be supported to complete the assessment. This plan must be agreed to and signed by the student.

NB: If the student does not agree to a Study Support Plan they will be withdrawn or deemed not yet competent (NYC) for each outstanding assessment.

- Once a Student Support Plan is in place, further extensions will only be authorised on a case-by-case basis (i.e. special/exceptional circumstance) by the Training and/or Quality Managers.

If an extension is deemed to be unwarranted, and assessment deadlines have not been met, the student will be either deemed not yet competent, or withdrawn from the unit of competency.

APPEALS

4 Up Skilling supports the rights of a student to lodge an appeal against any assessment decision and will not impair that right in any way. 4 Up Skilling will do everything possible to address the appeal in an unbiased and professional manner.

Students may raise any matters of concern relating to training delivery and assessment, the quality of the learning, student amenities, discrimination, sexual harassment and other issues that may arise.

4 Up Skilling's Appeals Policy provides an avenue for most complaints, concerns and appeals to be addressed. However, in some cases alternative measures may need to be explored, it is therefore advisable for the student to contact their Coordinator before lodging a formal complaint to discuss other avenues available to them.

In rare cases where the Coordinator is unable to resolve a dispute or appeal to the satisfaction of the student, 4 Up Skilling's Managing Director and/or Quality Manager will work directly with the student to oversee an achieve an amicable outcome.

Our Complaints & Appeals Procedure is available on our website at www.4upskilling.com.au.

CERTIFICATE ISSUANCE

At the completion of your training program a Qualification or Statement of Attainment will be issued to you for the Units of Competency achieved. Qualifications and Statements of Attainment will be issued in accordance with the requirements of the Australian Qualifications Framework. All records of Qualifications and Competency achieved are retained for a period of thirty years.

- As previously noted in "Course Fees" - All fees must be paid for receipt of any Certificate or Statement of Attainment on successful completion of training and assessment.

Certificates and Statements of Attainment will be processed and dispatched to the student at course completion, or within 30 days of completion. The student is expected to advise 4 Up Skilling of any change of their address, or other personal details.

If a student of 4 Up Skilling requires a replacement of an issued Qualification or Statement of Attainment, there will be an administration fee of \$50 payable for a Qualification Certificate and \$50 for a Statement of Attainment.

Our Issuance of a Certificate Policy is available on our website at www.4upskilling.com.au.

Students who have not supplied a verified USI number or paid fees in full will not be issued with a Certificate or Statement of Attainment as specified in the Issuance of a Certificate Policy.

PROVISION OF FEEDBACK

During the course of their studies students may be asked to complete 4 Up Skilling Feedback Surveys and Questionnaires to support the continuous improvement of its services and operations. Students may access feedback surveys at any time from the website (www.4upskilling.com.au), or are invited to return written feedback in confidence to the Quality Manager at quality@4upskilling.com.au.

Also, 4 Up Skilling conduct Quality Indicator Surveys of both Students and employers. Participants are selected at random, depending on student numbers. These Surveys may be conducted in class, or emailed to students, and are confidential in nature. Completion is optional and provides valuable feedback to us, which is further analysed by our governing body, ASQA.

A Student Outcomes Survey (SOS) is also conducted annually by the NCVER. This survey is mailed to a randomly selected cohort of students who have successfully completed some vocational training in Australia. Completion of the survey is encouraged and optional. The aim of the Student Outcomes Survey is to improve the economic and social outcomes of students who undertake vocational education and training (VET).

COMPLIANCE WITH LEGISLATION & REGULATORY REQUIREMENTS

4 Up Skilling must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

4 Up Skilling identifies and complies with Commonwealth State Territory legislation on:

- Vocational education and training
- Occupational Health and Safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination, including equal opportunity, racial vilification, and disability discrimination (not exhaustive)
- Privacy and information
- Consumer law
- Child Safety Standards

4 Up Skilling ensures that its policies and procedures meet the requirements of Commonwealth or State/Territory legislation that are relevant to 4 Up Skilling operations.

(Refer to the Compliance Commonwealth Legislation Policy - USCL)

OCCUPATIONAL SAFETY AND HEALTH

4 Up Skilling is committed to implementing, maintaining and continuously improving Occupational Safety and Health in all its training locations. The management of 4 Up Skilling recognises that it has a responsibility to provide and maintain a safe environment for staff, students and visitors alike. This responsibility, obligation and involvement is transmitted to all staff and students to ensure a safe and healthy workplace is maintained.

Our OHS Policy is available on our website at www.4upskilling.com.au.

HARASSMENT

Harassment is persecution or bullying based on issues such as impairment, gender, marital status, parental status, pregnancy, sex, sexual preference or religion. 4 Up Skilling does not tolerate harassing behaviour.

Examples of harassment:

- Racist comments or jokes
- Spreading rumours
- Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc.
- Threats, insults or abuse
- Offensive obscene language
- Request for sexual favours
- Obscene gestures, wolf whistle
- Emailing pornographic jokes
- Offensive posters

DISCRIMINATION

Discrimination is essentially any practice that makes distinctions between individuals or groups, so as to disadvantage some and advantage others. Federal, State and Territory legislation prohibits discrimination.

Discrimination can occur with:

• Gender	• Age
• Race	• Religion
• Marital status	• Disability
• Colour	• Nationality
• Ethnicity	• National origin

4 Up Skilling does not and will not tolerate discriminating behaviour.

PRIVACY

4 Up Skilling is subject to the national Privacy Act 1988. We work to Australian Privacy Principles.

4 Up Skilling will ensure that it respects the privacy of students, prospective students and their employers by implementing the National Privacy Principles. 4 Up Skilling will not pass on students or employers' information to anyone in any way that may be considered as breaching the Privacy Principles.

Students will have access to all information pertaining to them. 4 Up Skilling will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or who the student has given permission.

4 Up Skilling uses the information collected for the purpose disclosed at the time of collection or otherwise as set out in the Privacy Policy. Generally, 4 Up Skilling will only use and disclose personal information to comply with their RTO reporting obligations for the purpose of maintaining their registration, supporting the collection of student statistical information to NCVER, in the validation of documents for recognition, and in complying with government funding agreements.

Our Privacy Policy is available on our website at www.4upskilling.com.au, or see the privacy notice on our enrolment forms.

CHILD SAFETY STATEMENT

4 Up Skilling is committed to fostering a strong culture of child safety. Our organisation has a zero tolerance of child abuse and is committed to the cultural safety of Aboriginal children, cultural safety of children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.

4 Up Skilling actively works to listen to and empower children. All allegations of abuse are taken very seriously and will be responded to consistently in line with policy and procedures and that which is required by law.

4 Up Skilling's commitment to child safety is demonstrated by recognising the importance of child safety at all levels from executive, staff, contractors and volunteers. This culture is embedded into everyday thinking by communicating our child safety requirements at induction training to new staff and contractors; updating staff of their obligations; and by promoting a culture of reporting while maintain adequate record keeping.

CHILD SAFE CODE OF CONDUCT

All staff, contractors and volunteers engaged by 4 Up Skilling are responsible for the safety and wellbeing of children and young people who engage with our business. All paid and unpaid staff are expected to act in accordance with this Code of Conduct in their physical and online interactions with children and young people under the age of 18 years.

All 4 Up Skilling staff, contractors and volunteers are required to have and maintained a current Working With children Check and agree to the Child Safe Code of Conduct – Staff Agreement.

DUTY OF CARE AND REPORTABLE CONDUCT

When working with children (students under 18 years of age), 4 Up Skilling have a duty of care to ensure they are protected from sexual and physical abuse. This includes when these students are off site on excursions, placements, and so on.

As outlined in our Child Safety Statement, all 4 Up Skilling are committed to the cultural safety of Aboriginal children, cultural safety of children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.

All staff, students, volunteers, third party contractors are also required to report any allegations of 'reportable conduct' directly to the Managing Director, immediately.

Reportable conduct includes behaviour causing significant emotional or psychological harm to a child under 18; a sexual offence, sexual misconduct or physical violence committed against, with or in the presence of a child under 18; or significant neglect of a child under 18.

The Managing Director has the responsibility of investigating and responding to the allegations, in addition to notifying the Commission for Children and Young People (CCYP) of the allegations within 3 days and keeping them up to date with the findings and outcomes.

4 Up Skilling is strongly committed to fostering an environment where children feel safe and comfortable in reporting concerns.

PATHWAYS TO FURTHER LEARNING WITH 4 UP SKILLING

There are a range of qualifications that you are able to study with 4 Up Skilling.

These include:

AHC20122	Certificate II in Agriculture
AHC30122	Certificate III in Agriculture
AHC30522	Certificate III in Poultry Production
AHC30422	Certificate III in Pork Production
AHC40122	Certificate IV in Agriculture
AHC50122	Diploma of Agriculture
AHCSS00074	Agricultural Chemical Skill Set

Within these qualifications, there are also a range of 'skill sets', or sets of units of competency, that can also be included, such the Farm Chemical User's Course or the Pork Industry Skill Set.

4 Up Skilling can also offer programs that are designed to meet the needs of the agricultural sector. These programs can be accredited or non-accredited and specifically targeted for individual businesses.

A Course Information Sheet is available that details the delivery and estimated cost of each qualification we offer. If you would like to receive any of our Course Information Sheets or information on any of our other programs, please contact us or visit our website.

ASSESSMENT OF ELIGIBILITY FOR GOVERNMENT SUBSIDISED TRAINING

Government subsidised training is available for students wishing to enrol in Nationally Recognised Training. VET funding is managed by each State Government. This means the criteria to determine eligibility for subsidised training varies greatly depending on which state the student lives and studies.

However, regardless of which state you live or study, these key eligibility criteria usually apply. You must be:

- Australian citizen or
- A New Zealand citizen and
- Be a resident of the State you are accessing funding from.

Eligibility criteria may also apply to certain Visa holders and age groups. Again, this is dependant of which State you live and study.

The relevant Eligibility information for your state and / or circumstances is outlined in each of the links provided below.

Links

Victoria - <https://www.vic.gov.au/check-your-eligibility-for-skills-first-funding>

South Australia - <https://mytraining.skills.sa.gov.au/training/get-started/check-eligibility>

New South Wales - <https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/low-cost-and-free-training-options/smart-and-skilled>

Tasmania - <https://www.skills.tas.gov.au/funding>

The opportunity to apply for State funding may be available in Queensland.

You may use the following link to check your eligibility in this state:

https://www.yourcareer.gov.au/fee-free-tafe?gclid=Cj0KCQiA7OqrBhD9ARIsAK3UXh0Ipn3BbxIQw9ympeQKqY8Bnm1zokA9ezLnQAAQ_bndgFsJCicYTT20aAIWzEALw_wcB&gclsrc=aw.ds

Please note – when you enter this site, scroll down the page to ‘Government Funding by State’ and click on the relevant state.

Alternatively, you can contact our Education Administration team on [03 5795 3276](tel:0357953276) or email, info@4upskilling.com.au for more information about possible funding in these States.

Traineeship funding may be available 4 Up Skilling students in:

Western Australia

Northern Territory

Australian Capital Territory

Again, please contact 4 Up Skilling to discuss your individual circumstances.

Apprentice Employee Assistance Program

Note - For Victorian Trainees (& apprentices) only

The Apprentice Employee Assistance Program provides support for apprentices and trainees in Victorian businesses. You can get confidential short-term counselling and coaching for work, finance, health and wellbeing issues. This is a free service and you don't need a doctor's referral.



Quote the code **APPRENTV** and make a booking in any of 3 ways:

1 Phone Converge
1300 687 327

2 Online at convergeinternational.com.au

3 Use the **Converge International App**

Scan to download App



Learn more at

apprenticeships.vic.gov.au/eap

APPRENTICESHIPS VICTORIA

Note - for SA students only

Overwhelmed with your course? **Reach out. We'll help out.**



Free support to achieve your study goals and transition
into work, no matter what life throws at you.

Got questions? Need support?
Don't know where to start?
Reach out. We'll help out.



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to learn
More.

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services**



Juggling study and life

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