

# UPSKILLU PERSONNEL AVAILABILITY POLICY

QUALITY AREA 2 – VET STUDENT  
SUPPORT

# UPSKILLU PERSONNEL AVAILABILITY AND RESPONSE POLICY

---

<b>PURPOSE</b>	<b>2</b>
<b>SCOPE</b>	<b>2</b>
<b>POLICY STATEMENT</b>	<b>2</b>
<b>POLICY IMPLEMENTATION</b>	<b>5</b>
<b>ACCOUNTABILITY</b>	<b>5</b>
<b>MONITORING</b>	<b>6</b>
<b>REGULATORY FRAMEWORK</b>	<b>6</b>
<b>RELATED DOCUMENTS</b>	<b>6</b>
<b>DEFINITIONS</b>	<b>7</b>

---

## **PURPOSE**

This policy outlines Upskill U Pty Ltd's commitment to ensuring all students have adequate and suitable access to trainers, assessors, support staff, and relevant personnel throughout the duration of their training and assessment. The policy provides a framework for maintaining consistent communication, offering responsive support services, and ensuring student progress is supported through effective personnel engagement, in accordance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards).

---

## **SCOPE**

This policy applies to:

- All current and prospective students enrolled in any course delivered by Upskill U Pty Ltd, whether on-campus, online, or via third-party arrangements.
  - All Upskill U Pty Ltd personnel involved in delivering training and/or providing academic, administrative, or welfare-related support services, including contractors and third party staff.
- 

## **POLICY STATEMENT**

Upskill U Pty Ltd is committed to providing high-quality support services by ensuring that all students are able to access trainers, assessors, enrolment staff, and other key personnel in a timely and structured manner. This policy ensures that students are informed of how and when they can contact relevant staff and that their queries are addressed promptly and professionally.

The organisation recognises that effective access to personnel is a critical factor in supporting student retention, progression, and course completion. As part of our self-assurance and continuous improvement framework, we actively monitor personnel responsiveness and student satisfaction to strengthen our support service delivery.

---

## **UPSKILLU PERSONNEL AVAILABILITY**

- Upskill U Pty Ltd ensures that all students are informed of, and can access, personnel relevant to their study journey. Availability refers to the scheduled presence and accessibility of trainers, assessors, support officers, and administrative staff. This includes communication through face-to-face meetings, telephone, email, the learning management system (LMS), or other approved platforms.
- Staff are responsible for clearly communicating their contact hours, availability windows, and channels for support during orientation and throughout the course. These details are documented in the Student Handbook, course overview materials, and posted on the LMS.

## **TRAINER / ASSESSOR AVAILABILITY**

All trainers and assessors are required to:

- To provide students with appropriate contact information (contact number, email, LMS access procedure etc)
- Be present and available during scheduled face-to-face or online classes.
- Communicate their availability, contact details, and preferred communication methods (e.g., LMS messaging, email, mobile) clearly at course commencement and in writing.
- Respond to student academic enquiries within 2 business days.

Trainer availability must be consistent and documented. Any changes (e.g., periods of unavailability or leave) must be communicated to students in advance, and alternative support arrangements must be put in place.

## **ENROLMENT AND SUPPORT STAFF**

Enrolment officers and student support staff are available during business hours to assist students with:

- Enrolment queries
- Administrative processes
- Fee and payment enquiries
- Accessing learning resources and additional support services

Students will be informed of how to contact these staff through welcome emails, orientation sessions, and the Student Handbook.

Response timeframes for general enquiries are within two business days, with urgent matters triaged accordingly. These staff also play a role in identifying students at risk and referring them to appropriate academic or wellbeing support.

## **MANAGEMENT**

The Chief Executive Officer or delegated officer is responsible for:

- Ensuring systems are in place to monitor and maintain staff availability and responsiveness.
- Managing unresolved or escalated student concerns relating to personnel access.
- Reviewing feedback and engagement metrics to assess the effectiveness of student support processes.
- Ensuring adequate staffing levels and training so all personnel can meet student needs within published timeframes.

Management is also accountable for ensuring that procedural fairness and natural justice are embedded in student communications and any decisions affecting student support.

## TIMELY RESPONSE TO STUDENT ENQUIRIES

Upskill U Pty Ltd recognises that timely communication is critical to student engagement and satisfaction. The following standards apply to all staff:

- General enquiries: Responses are provided within two business days.
- Urgent matters: Responses (or at least acknowledgements) are made within 24 hours. These include issues relating to safety, mental health, or technical access barriers.
- Where more time is needed, students will be informed of the expected resolution timeframe and kept updated until finalisation.

Response times are monitored as part of internal quality assurance processes, and trends are reviewed quarterly.

---

## PROCEDURE

1. Orientation & Induction
    - All students are informed of key personnel and contact protocols at the beginning of their training.
  2. Publishing Availability
    - Staff must publish and update their contact hours in LMS course shells and handbooks.
  3. Logging and Monitoring
    - Staff must maintain communication logs through the LMS or CRM system to track responsiveness and student interactions.
  4. Escalation Pathways
    - Students may escalate unresolved issues to CEO via written request or online forms.
  5. Quality Review
    - Feedback about staff availability is gathered via surveys and feedback channels, and used to improve internal processes.
- 

## FEEDBACK, COMPLAINTS AND APPEALS

Upskill U Pty Ltd values feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students, staff and other stakeholders to share their feedback, make appeals, and raise any complaints they may have regarding this RTO Personnel Availability Policy.

## POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on communication requirements
- Internal audits and validation activities
- Stakeholder feedback

Compliance with this policy will be reviewed at least annually, as part of Upskill U Pty Ltd’s quality assurance cycle, in alignment with our Self-Assurance Schedule.

## ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILITIES
Chief Executive Officer	<ul style="list-style-type: none"> <li>• Oversee the implementation and resourcing of continuous improvement practices.</li> <li>• Approve major changes resulting from continuous improvement actions.</li> <li>• Ensure alignment of improvements with strategic direction and compliance requirements.</li> </ul>
	<ul style="list-style-type: none"> <li>• Monitor compliance with Outcome Standards for NVR RTOs 2025.</li> <li>• Maintain the Continuous Improvement Register and ensure actions are documented and followed up.</li> <li>• Collect, analyse, and report on internal audit outcomes, complaints, feedback, and survey data.</li> <li>• Initiate improvement processes based on compliance breaches or audit findings.</li> </ul>
Trainers and Assessors	<ul style="list-style-type: none"> <li>• Lead the evaluation and refinement of training and assessment strategies, tools, and resources.</li> <li>• Coordinate validation and moderation activities.</li> <li>• Gather and act on feedback from trainers and students.</li> </ul>
	<ul style="list-style-type: none"> <li>• Identify opportunities for improvement through learner interaction, delivery experiences, and validation outcomes.</li> <li>• Submit feedback and recommendations to management.</li> </ul>
	<ul style="list-style-type: none"> <li>• Identify process inefficiencies and report them to relevant managers.</li> <li>• Support data collection efforts related to student feedback and compliance reporting.</li> </ul>
Third Party Providers	<ul style="list-style-type: none"> <li>• Participate in continuous improvement initiatives.</li> <li>• Provide timely feedback and implement improvement actions as directed by Upskill U Pty Ltd.</li> </ul>

---

## MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION	
Accountable Officer	Sarah Nicholson, CEO
Date Effective	10/07/2025
Review Date	10/07/2030
Version Number	1

---

## REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, upholds quality training and assessment practices, and meets our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- [Corporations Act 2001](#)
- [Credential Policy - Standards for Registered Training Organisations](#)
- [National Vocational Education and Training Regulator \(Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements\) Instrument 2025](#)
- [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [National Vocational Education and Training Regulator Regulations 2011](#)
- [Work Health and Safety Act 2011](#)
- [VET Workforce Blueprint](#)

---

## RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

---

## DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, Upskill U Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Chief Executive Officer for consideration as part of our continuous improvement practices.