

# PRE-TRAINING REVIEW POLICY

QUALITY AREA 2 – VET STUDENT  
SUPPORT

# PRE-TRAINING REVIEW POLICY

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## PURPOSE

This policy has been developed in line with the requirements of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards). Quality Area 2 Standard 2.2. The purpose of this policy is to enable Upskill U Pty Ltd to identify any existing competencies including, but not limited to language, literacy, numeracy and digital (LLN&D) literacy skills, prior qualification etc.

The policy is set up to ensure that all applicants seeking entry into a nationally recognised training with Upskill U Pty Ltd have the appropriate level of foundation/LLN&D skills in order to achieve the competencies of their chosen course. It further ensures that the staff and applicants make informed decisions about the suitability and relevance of the course the applicant is undertaking and ensures adequate support services are available to those in need.

Upskill U Pty Ltd recognises that individuals have diverse levels of ability in reading, writing, numeracy and digital literacy. This policy ensures mechanisms are in place to assess these skills, identify support requirements, provide assistance, and where necessary, refer students to external specialist services.

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## SCOPE

This policy applies:

- All prospective students of Upskill U Pty Ltd wishing to enrol and undertake courses with Upskill U Pty Ltd
  - Staff involved in enrolment, training, assessment, support, and administration.
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## POLICY STATEMENT

Upskill U Pty Ltd will:

- Ensure all students who wish to enrol into a course have the appropriate skills and ability to successfully complete their studies.
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- Provide information to prospective Students to ensure that they make informed decisions of suitable and appropriate training program prior to enrolment
- Provide accurate and ethical marketing through its pre-enrolment information.
- Inform prospective Students about pre-requisites, entry requirements, eligibility requirements, fees and material fees for the training program in which they are seeking to enrol.
- Provide advice to the prospective Students about the training product appropriate to meeting the learner's needs, considering the individual's existing skills, aspirations, interests, educational capabilities, LLN&D and competencies.
- Provide advice to the prospective Students with current and accurate information to enable an informed decision in relation to undertaking training and information regarding fees and charges for agreed services, according to the Fees and Refund Policy and Schedule of Fees.
- Inform prospective Students about the requirement for a Unique Student Identifier (USI) and other necessary information required to undertake training and assessment.
- Objectively screen Students to identify eligibility requirements, identify any additional needs or support and opportunities for recognition.
- Assess LLN&D levels to ensure prospective students have the necessary skills to meet qualification requirements and determine additional support needs if required.
- Identify any competencies previously acquired by potential Students (e.g. Recognition of Prior Learning (RPL, RCC) or Credit Transfer (CT)).
- Determine the need for reasonable adjustment, assistance and/or referral.
- Inform Students about alternate pathways to training (e.g. direct credit transfer / recognition).
- Ensure students can enter a training pathway that is suitable and free from discriminatory barriers.

The Pre-enrolment process enables prospective Students to make informed decisions about their training and assessment requirements and the suitability and appropriateness of the qualification for that individual allowing that Student to ascertain the most suitable course to enrol in.

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## **POLICY**

Pre-training review is conducted for all students enrolling into any Upskill U Pty Ltd courses to capture current competencies including language, literacy, numeracy and digital literacy. The outcome is recorded to establish eligibility and suitability for training as well as development of appropriate strategies as required for each student.

This policy ensures Upskill U Pty Ltd is compliant with the Outcome Standards 2025.

Pre-training review enables the student as well as the RTO to understand the requirements of the course and to ensure that the proposed course is relevant to student's current competencies, experience and future requirements.

For each Eligible Individual, Upskill U Pty Ltd must conduct a Pre-Training Review, as part of enrolment, or prior to the commencement of training, to ascertain suitability to the training and assessment, and the most suitable course for that student to enrol in.

Upskill U Pty Ltd requires that any student wishing to enrol into a full qualification course is deemed successful at the Pre-Training review in order to gain a place into the course.

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## ENTRY REQUIREMENTS

- As part of the entry requirements in the chosen course, students will need to undertake the pre-training review including the LLN&D assessment.
- The purpose of the Pre-Training Review is to determine if the selected course or qualification is appropriate to the students' needs and that they can be anticipated to achieve success in.
- The acceptance into the chosen course is based on:
  - the student's performance in LLN&D Test
  - the student's needs and goals,
  - the information gathered through Enrolment Form and Pre-Training Review.
  - employment requirements and/or industry experience.
- Students are encouraged however not obligated to declare any learning disabilities/ language requirements as a part of the enrolment process. Once such requirements are identified, relevant staff is alerted to the students' requirements and reasonable adjustment processes can be implemented.

## INITIAL STAGE

- Through discussions with their employer, the student's goals are identified. Where appropriate, the student is nominated to enrol with Upskill U.
- A course information guide is provided to the student via the Upskill U website or, upon request, emailed directly to the employer.
- The student attends an orientation session, during which the Pre-Training Review is conducted. This includes the Language, Literacy, Numeracy and Digital Literacy (LLN&D) assessment. The review enables the RTO to evaluate the student's core skills and existing experience.
- The Pre-Training Review is conducted face to face by a representative of Upskill U.
- Students are informed about the Recognition of Prior Learning (RPL) process, including the requirement to provide any previous certificates, statements of attainment, and supporting evidence. This allows the RTO to assess course suitability, determine any applicable course credits or RPL pathway options, and target training and assessment as necessary.

## DURING THE PRE-TRAINING REVIEW

- PTR is completed before the students' enrolment is accepted. For the purposes of the definition of Enrolment at Upskill U Pty Ltd – This is when an RTO has assessed and confirmed the eligibility, Student has completed the enrolment form and provided the relevant documentation, and student has signed their enrolment form.
- While completing the Pre-Training Review
  - Upskill U Pty Ltd will advise the student of how to complete the PTR and LLN&D to ensure the student understands why a PTR is necessary including the need for LLN&D assessment that was completed by the student.
  - Give instructions (either via written instruction or verbally) on how to fill in the forms and assessment items. Where required provide necessary clarification and assistance.

- The Pre-Training Review and Language, Literacy, Numeracy & Digital (LLN&D) assessment is a diagnostic tool used solely to identify the current skills, knowledge, and abilities of prospective students. It is not a formal assessment and does not contribute to the student’s competency outcomes.
- Students are provided with one (1) opportunity to complete the LLN&D assessment as part of the enrolment process.
  - Should a student wish to reattempt the LLN&D assessment, they must contact a representative of Upskill U to formally request a reattempt. The RTO will assess the request on a case-by-case basis to determine:
    - The necessity of a reattempt,
    - The grounds on which the request is made, and
    - Any additional support required.
  - Approval for a reattempt is at the discretion of the RTO and may involve further consultation, support, or intervention to ensure that the student is appropriately placed within the training program.

## **PROVIDING COURSE INFORMATION TO THE STUDENT PRIOR TO ENROLMENT**

Prior to enrolment Upskill U Pty Ltd will provide current and accurate course information to enable the student to make an informed decision. This will be issued by providing the course information guide.

At a minimum, the course information guide will contain:

- Training and Assessment information, and related educational and support services provided by Upskill U Pty Ltd;
- The estimated duration of the course;
- The expected locations at which the course will be provided (physical location, online, workplace etc);
- The expected modes of delivery (online, face to face, distance, workplace etc);
- The support services available for the student;
- Any vocational placement arrangements (if applicable);
- Fees and charges summary;
- Any entry requirements required to enrol in the qualification.

## **ASSESSING THE PRE-TRAINING REVIEWS**

The pre-training review process ensures the course students are enrolling into is suitable to their current skill levels and competency level. The pre-training review assessment takes into consideration that:

- Student understands the objectives of the course they are undertaking;
- In instances where a student’s performance indicates they are not at the required ACSF level to complete the proposed training successfully, Upskill U Pty Ltd will recommend the support to the student. This may be by utilising services available within Upskill U Pty Ltd otherwise the student will be referred to other providers or support material.
- Upskill U Pty Ltd explores the students’ existing competencies and provides them with the opportunity for these to be assessed through Recognition of Prior Learning (RPL) and where able, credit transfers are offered.
- Upskill U Pty Ltd identifies the support the student may require to successfully undertake the course

- Upskill U Pty Ltd will discuss prior qualification and any formal equivalency evidence gathered.
- Most appropriate course plan for the student is identified and student is referred to Student Handbook and the website for details of the additional support services available.

## OUTCOMES THE PRE-TRAINING REVIEWS AND LLN&D TEST

The trainer and assessor evaluate student's LLN&D levels, current skills and knowledge and learning strategy to determine if reasonable adjustments are required to meet any learning needs.

The PTR (including the LLN&D Assessment) is evaluated by an approved person within Upskill U Pty Ltd using the LLN&D Marking Guide.

- Students are rated as:
  - Requiring no assistance,
  - Requiring some support,
  - Requiring major support.

Where CT is possible all the required documents for application is collected and the student is asked to fill in a Credit Transfer Application Form, if required. The process for this is addressed separately in the Recognition Policy.

The proposed course structure will take into consideration what possible RPL/CT is offered, any previous qualifications or competencies achieved through transcripts collected from the student. After the student has completed the PTR, the outcome of the process is informed to the student. Successful student is informed of confirmation of enrolment and provided the necessary course information including Course Information Guide.

If a student is unsuccessful and has been determined that the course they are wishing to enrol into is not suitable they will be informed of this outcome in writing using the template Pre-Training Review Outcome Notification. A record of this will be kept on their file.

## SUPPPORT AND REFERRALS

Where assistance is Upskill U Pty Ltd will implement the Reasonable Adjustment Policy and as required:

- Upskill U Pty Ltd will provide internal assistance through:
  - Modified resources
  - Additional trainer contact time
  - Use of assistive technology
  - Flexible delivery arrangements.
- If the student's support needs exceed what Upskill U Pty Ltd can reasonably offer, they will be referred to external agencies (e.g., TAFE literacy programs or community adult learning centres).
- Where assistance is required and available within the RTO, Upskill U Pty Ltd will implement the Reasonable Adjustment Policy, and as required:
  - An Individual Support Plan will be developed and housed in the student file.
  - Trainers and relevant staff will be advised of required reasonable adjustments.
  - Progress will be monitored, and strategies will be reviewed regularly.

## COMPLAINTS, APPEALS AND FEEDBACK

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 to share their feedback, make appeals, and raise any complaints they may have regarding the Pre-Training Review as detailed with our Feedback, Complaints and Appeals Policy.

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## 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
Management Team	<ul style="list-style-type: none"><li>Ensure full compliance with the Pre-Training Review Policy and Procedure.</li></ul>
Trainers and Assessors	<ul style="list-style-type: none"><li>Assess the LLN&amp;D, identify needs, and apply support strategies.</li></ul>
	<ul style="list-style-type: none"><li>Provide or coordinate support services and maintain relevant documentation.</li></ul>

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## 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	04/07/2025
Review Date	04/07/2030
Version Number	1

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## 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:

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- [Australian Core Skills Framework \(ACSF\)](#)
  - [Australian Human Rights Commission Act 1986](#)
  - [Core Skills for Work Developmental Framework](#)
  - [Digital Capability Frameworks for the Australian Workforce](#)
  - [Digital Literacy Skills Framework](#)
  - [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 \(Data Provision Requirements\) Instrument 2020](#)
  - [National Vocational Education and Training Regulator \(Transitional Provisions\) Act 2011](#)
  - [Preparing Secondary School Students for Work Framework](#)
  - [Privacy Act 1988](#)
  - [The Australian Qualifications Framework Second Edition January 2013](#)
  - [VET Workforce Blueprint](#)
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## 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.

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## 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.