



Candidate Information Guide

2022



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Welcome to KnowledgeAccess

Recognition of Prior Learning Assessment.

As an assessment only RTO (#40961), KnowledgeAccess has a passion and commitment to providing the highest quality, most flexible, 'client friendly' assessment process and outcomes for each individual client/candidate, within an ethical, honest, objective, fair and collaborative environment.

This handbook outlines how KnowledgeAccess operates as an RTO and specifically how this relates to you, the candidate and your rights and obligations. (We are required to provide you with this information BEFORE you enrol, and it is important that you read and understand this information.) We are the issuing RTO, and you will not be dealing with any third parties or 'middlemen'.

If you require any additional information or explanation on any issue or content of this booklet.

Need help?

Co-founder Campbell Elton

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Co-founder Russell Shordon

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Website <https://www.knowledge-access.com/>

Pricing, payment & refunds

Pricing

Code	Qualification	Assessment fee
BSB40520	Certificate IV in Leadership and Management	\$1,295
BSB50420	Diploma of Leadership and Management	\$1,695
BSB60420	Advanced Diploma of Leadership and Management	\$1,995
BSB50820	Diploma of Project Management	\$1,695

Payment and refunds

- KnowledgeAccess does not invoice nor will receive any fees in advance
- KnowledgeAccess is an assessment only, Fee for Service RTO which has not applied for, and nor is eligible for, any government funding schemes
- KnowledgeAccess provides a complimentary (gratis) pre-enrolment evidence gathering and review support service to maximise the opportunity for the candidate to be able to successfully demonstrate competency via the provision of the required and suitable evidence
- KnowledgeAccess will invoice the candidate following the completion of the assessment process and prior to issuing the qualification or Statement of Attainment (SoA)
- The candidate agrees to pay the provided invoice prior to receiving their qualification certificate/SoA unless otherwise individually negotiated
- The candidate agrees and acknowledges that the fee is for the formal assessment process and in no way automatically reflects or depends on a 'competent' result for all units

- If the candidate is deemed competent in all required units, they will receive the relevant qualification certificate. If, however, they are deemed competent in some units the candidate will receive a Statement of Attainment (SoA) for those units
- All electronic copies of qualification certificates and SoAs are password protected. They can be printed but no modifications or extractions are permitted. In addition, KnowledgeAccess has placed other security and verifiable information and processes in place on both electronic and hard copies of the documents to reduce fraudulent activity. Any case of suspected fraudulent activity will be reported to authorities
- As KnowledgeAccess only invoices after the formal assessment process is completed and just prior to issuing the qualification (or Statement of Attainment) there is no situation that would require a refund as no money is paid in advance of the provision of the assessment service. Therefore, we do not have, nor need to have, a refund policy
- A replacement qualification certificate will be provided for a fee of \$20 upon request and explanation, with a notation it is a re-issued version
- If at the completion of the process prior to or post-payment of the invoice, you genuinely believe you have not received the value of the service you can contact KnowledgeAccess and we will negotiate a mutually agreeable arrangement which may include any of the following options:
 - You do not pay the invoice at all;
 - A reduced fee is negotiated, and a new invoice will be issued; or
 - If you have already paid the invoice, we will refund the full or partial amount based on our negotiations and discussions
- In all circumstances we will still honour our part of the agreement with respect to assessing and issuing the relevant qualification certificate or Statement of Attainment.

Unique Student Identifier (USI)

All candidates who wish to attain a qualification or Statement of Attainment are required to have a Unique Student Identifier (USI).

This USI will stay with the candidate for life and be recorded with any nationally recognised VET qualification or Statement of Attainment that is completed after this date. You will need this USI to not only enrol with KnowledgeAccess, but to enrol with any VET institution within Australia from January 2015 onwards. For more information, please visit <https://www.usi.gov.au/>

If you don't already have one, there are 2 ways to acquire your USI. The quickest and easiest way to do this is to follow the steps below:

- Have at least one form of ID ready:
 - Driver's Licence
 - Australian Passport
 - Birth Certificate
 - Medicare Card
 - Citizenship Certificate
 - ImmiCard or Visa (non-Australian Passport), along with your address & email
- Visit <https://www.usi.gov.au/students/get-a-usi> to create your USI
- Agree to the terms and conditions and follow the steps
- Ensure you keep your USI somewhere safe as you will need this number in the future if you wish to partake in any further qualifications, or to find and collate your VET achievements
- Copy this USI into the KnowledgeAccess Enrolment Form in the appropriate section.

The alternative option is we can do this for you. Please keep in mind that if you choose this option, you will still need to access the USI website for activation. If you prefer this option, please complete the [KA USI Privacy Notice](#) and provide the relevant ID, and we can do this for you.

Access and Equity and Reasonable adjustments

KnowledgeAccess is committed to providing opportunities for appropriately experienced candidates to successfully obtain recognition for their skills, knowledge and experience that are within our scope of registration as an RTO.

It is KnowledgeAccess' intention to meet the need of individuals through the implementation of access and equity guidelines and principles that also incorporate a free from discrimination, harassment or bullying environment and the right to equal opportunity to demonstrate competency and achieve recognition where it is merited.

Support for clients is provided through:

- An extensive evidence gathering process and review, which occurs prior to payment or invoicing of any fees
- Free and open access to a number of evidence gathering and review documents. Open timelines from initial enquiry to the provision of evidence
- Unlimited support from and access to KnowledgeAccess during the evidence gathering process
- Guarantee of a confidential and professional high-quality one on one service
- Open, collaborative, equal and respectful two-way communication to empower the client to self-select, review and decide the most appropriate pathway to attain their objectives and goals without compromising 'evidence criteria for making competent/not yet competent decisions'
- No barriers to access, participation and the achievement of suitable outcomes based on age, gender, cultural or ethnic background, sexuality, remote location (with internet access) and/or recent unemployment or disability, which does not prevent participation in a 'suitable for the qualification' workplace at a suitable level of authority and autonomy
- Imprisonment is a barrier to access this program as KnowledgeAccess has no authority to deliver assessment services within custodial premises and inmates have no access to the internet.

Literacy and Numeracy

To successfully complete this qualification, the client must be able to check and competently record, read, interpret, estimate, measure and calculate. As this is an assessment only pathway, they must already have suitable LLN skills as necessary to ensure they meet the requirements of the qualification at the AQF level.

As such, with the possible exception of discussing the meaning of some terms or concepts, no adjustments or support is able to be provided within this area without compromising 'evidence criteria for making competent/not yet competent decisions.'

KnowledgeAccess is committed to assessment services that:

- Are accessible to everyone (within the qualification guidelines)
- Are inclusive rather than exclusive
- Meet client's needs
- Meet industry and community expectations
- Provide support for clients with different and diverse needs
- Acknowledge and celebrate cultural diversity
- Reflect the diversity of backgrounds and experiences found within the broader community
- Are free from unlawful discrimination, bullying or harassment (including sexual harassment)

Work Health and Safety

KnowledgeAccess is committed to ensuring that all personnel are provided with a safe and healthy place in which to work and carry out their respective activities.

KnowledgeAccess acknowledges it has obligations to ensure a safe workplace under relevant Acts and guidelines and will endeavour to ensure the working environment (under its control) is free of unnecessary hazards to people's health and safety.

Furthermore, KnowledgeAccess acknowledges that in any workplace:

- No one is expected or encouraged to take unsafe risks for any reason
- We place Work Health and Safety on a priority equal to service delivery. No operating condition or urgency of service can ever justify endangering the safety or life of anyone
- Failure to adhere to established safety practices will result in damage to the reputation of KnowledgeAccess and furthermore could result in litigation or issues with insurance
- Deliberate actions, which cause injury to people or damage to equipment, will not be tolerated

Privacy and Confidentiality

KnowledgeAccess has a commitment to honouring the privacy and confidentiality of our clients. The nature of the recognition process involves gathering evidence that, in most situations, has the potential to contain other personal, commercial or other confidential information. KnowledgeAccess operates according to the relevant Privacy Act.

In addition, all participant records are of a confidential nature. No files or personal information will be disseminated to anyone other than the client concerned, according to the relevant RTO standards.

However, you should note, that qualifications presented as evidence may be verified by the issuing RTO when they are relevant to the qualification. For more information, please contact either Campbell Elton or Russell Shordon.

Access to records and progress

Clients and candidates can access their own records at any time through emailing Campbell Elton at campbell@knowledgeaccess.com.au or Russell Shordon at russell@knowledgeaccess.com.au. Requests for records will be processed within 5 working days. An email from the candidate's previously registered email address will be deemed suitable verification to release that person's record to themselves.

Should KnowledgeAccess have any concerns about the authenticity of the request Campbell Elton or Russell Shordon will contact the candidate directly to confirm the authenticity of the request.

The progress of a candidate's assessment process can be discussed by emailing either Campbell Elton or Russell Shordon.

Feedback and Client Communication

The aim of KnowledgeAccess is to provide high-quality assessment services with an emphasis on client satisfaction. In addition, KnowledgeAccess has a commitment to continuous improvement, ethical, transparent and just behaviour and decisions.

KnowledgeAccess has a commitment to encourage feedback from all stakeholders and this is to be achieved by all communication means possible. All feedback received will be analysed and where relevant, utilised as the basis for improvement with respect to organisational operations. Either Campbell Elton or Russell Shordon will be the contact point for all feedback, complaints or communication.

There are two established ways and times KnowledgeAccess will request feedback. They are:

- [KA Feedback \(Online\)](#): RTO based feedback via Survey Monkey to gather relevant and valuable information. Candidates are formally requested to complete post all service provision but access is available at any time
- [KA QI Surveys](#): Compulsory survey and reporting RTO requirement to be completed annually

All data from the above, plus any other feedback or communication from clients at any stage in the process will be considered by KnowledgeAccess and acted upon in the most appropriate manner.

Complaints

KnowledgeAccess strives to deal with any issues as soon as they emerge and develop solutions, acceptable to all parties, as expeditiously as possible. Complaints will be acknowledged in writing upon receipt of said complaint. If resolution cannot happen within 60 days, KnowledgeAccess will make contact in writing, to provide reasoning for why this may occur.

Should a disagreement arise the following will occur:

- KnowledgeAccess will work with the client to address any complaint
- If unable to resolve it KnowledgeAccess makes a commitment to invest up to \$1000 for [professional external mediation services](#)
- The client also has the right to take any complaint to the [Office of Fair Trading](#)
- The client also has the right to make a formal complaint to the regulator via the regulator's formal complaint process

Appeals

Separate to the above, 'appeals' is a grievance about an assessment outcome. Due to the extensive and complimentary (gratis) nature of the pre-enrolment evidence gathering and review service the client will be well informed of the likely status and outcome of the formal assessment process. As such, the situation of a candidate seeking an appeal is highly unlikely.

Appeals will be acknowledged in writing upon receipt of said request for appeal. If resolution cannot happen within 60 days, KnowledgeAccess will make contact in writing, to provide reasoning for why this may occur.

However, should a situation arise the following will occur:

- KnowledgeAccess will work with the client to provide evidence for the assessment decision
- If unable to resolve it KnowledgeAccess makes a commitment to invest up to \$1000 for [professional external mediation services](#) and/or to use part or all of such a figure to be paid to a mutually agreeable external assessor who meets the prescribed [standards and requirements](#) to re-assess the candidates' evidence

If the issue is still unresolved:

- The client also has the right to take any complaint to the [Office of Fair Trading](#)
- The client also has the right to make a formal complaint to the regulator via the regulator's formal complaint process

RTO Compliance/Standards

In addition to the above, KnowledgeAccess, operating as an RTO is bound to comply with and operate under [all relevant aspects](#) as required by the regulator ([ASQA](#)), or its successor.

How to provide your evidence

Option 1: File sharing (preferred)

KnowledgeAccess can set up a Dropbox folder and email you a link. Alternatively, you can use a file sharing service such as WeTransfer.

Option 2: Email

Email evidence to either campbell@knowledgeaccess.com.au or russell@knowledgeaccess.com.au.

Option 3: USB

Drop evidence onto a USB stick and post to KnowledgeAccess at 27 Mott St Gaythorne Qld 4051.

Option 4: Hard copy evidence

This is least preferred as any hard copy evidence will be scanned and then returned to you. If you do want to send hard copy evidence, send it to KnowledgeAccess at 27 Mott St Gaythorne Qld 4051.

Please note: In the case of KnowledgeAccess, if Campbell Elton or Russell Shordon becomes incapacitated, clients will be advised. As no fees are ever taken in advance there is no financial implication.

Having considered all the ramifications KnowledgeAccess has decided that, (particularly with respect to the fact that the assessment only services can occur in any location with a wide range of injuries) this arrangement is sufficient to meet all the requirements.

Thank you for choosing KnowledgeAccess. If you have any questions, please contact Campbell Elton or Russell Shordon.