



Student Services

General Enquiries and Support

You will be provided with information about support services during your course induction. You are encouraged to contact your trainer or the college administration if you have any questions or particular needs. You may be referred to specialist agencies for support with personal counseling, health or general support if required.

Technology

As your course is online your computer access is very important for your success.

Before you commence this course, please make sure your computer meets or exceeds the specifications provided to you prior to your course induction.

Access to Resources

You will have information about how to access your online resources needed for your training – e.g. books, manuals, internet websites etc. provided to you during your course induction.

Learning Support

Prior to the commencement of your course **YouStudy** wants to make sure that you have the right skills and learning support to commence your enrolment in your chosen course of study. A Skills Review will be offered during your course induction and you are also encouraged to identify any Language, Literacy or Numeracy needs on your Enrolment Form.

YouStudy has Learning Support staff that can assist you with developing any required skills prior to and/or during your training to give you a greater chance of success in your chosen course.

If you think you need any further help with your studies you should talk to your trainer first. Your trainer and our Learning Support Staff are in the best position to help you and to determine what support you may need.



Disability Assistance

YouStudy is committed to assisting people with a disability to achieve their fullest potential. Students who have a disability, confirmed by a Doctor's certificate, may be eligible for specific support at no extra cost. This support may be in the following formats:

- Negotiable due dates for Assessment
- Additional learning support (as determined)
- Modification to assessments (reasonable adjustment).

You are encouraged to identify any disability or long-term medical condition that might affect your studies on your Enrolment Form or discuss with our Enrolment Team on 1-300-887-886 or enrolments@yournstudy.edu.au. Every effort will be made to arrange for suitable support prior to and/or during your studies.

Pathways to Study

YouStudy is committed to recognising the valuable learning and life experience that students bring with them when they decide to study with us.

As most students will be gaining new competencies, a learning and assessment pathway will be the most common and relevant pathway to completion.

However, you may be able to complete your course faster through a Credit Transfer (CT) or Recognition of Prior Learning (RPL) pathway.

Credit Transfer

Credit Transfer recognises previous formal learning (e.g. University, or other AQF Qualifications and Statements of Attainment). Credit transfer is one of a number of processes for establishing credit. It provides a means for students to gain credit in an AQF qualification on the basis of completed components of another AQF qualification or other formal learning. Credit given may reduce the time required for a student to achieve a qualification.

You can apply to **YouStudy** to be considered for a Credit Transfer assessment to determine the extent to which your previous course or subject is equivalent to the required learning outcomes of the desired qualification you wish to study. **YouStudy** will facilitate the progression of students through



qualifications by giving credit for learning outcomes they already have achieved. Credit outcomes may allow for entry into a qualification and/or provide credit towards the qualification.

The credit transfer process involves **YouStudy**:

- mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment requirements of the individual components of another qualification, and
- making a judgment about the credit to be assigned between the matched components of the two qualifications.

Recognition of Prior Learning (RPL)

You have the opportunity to be granted Recognition of Prior Learning (RPL) for a unit or units of study based on skills and knowledge gained through previous work and life experiences, education and training.

RPL is the process that recognises a candidate's current skills and experience regardless of where and when the learning process was undertaken. Candidates can base their application on any combination of formal or informal training and education, work experience or general life experience.

Candidates applying for RPL need to assess whether they already have competency in a unit by considering:

- Is the prior learning relevant to the course?
- Is their knowledge and skills still current?
- Is it transferable to a number of settings and situations?
- Is it authentic? Is the evidence you have to demonstrate that you have the skills and knowledge, genuine and original?
- Is your knowledge and skill appropriate to the level of the unit or course?

How should you apply for RPL?

RPL is available to all students, if you consider that you may be a candidate for RPL, the following procedure should be followed:

- Students can apply for RPL by completing the Application Form (available on the website or by email)
- Students Self evaluate their evidence and submit General Employment



Documentation with Application to prepare for initial meeting with RPL Assessor

- An initial meeting will be set up for the student at YouStudy Administration with an RPL Assessor by phone or by webinar to determine their eligibility for RPL
- The RPL Assessor will discuss their application and, if approved, they will discuss with the student and agree on the type(s) of evidence that will be required
- Further dates will be set for Competency Conversations with the RPL Assessor to interview the student and review their evidence (Competency Conversation)
- The RPL Assessor will advise the student if demonstrations of practical tasks, work place observations or any Gap Training is required
- The Qualification or Statement of Attainment will be issued when the student's RPL Assessor deems competency in the relevant unit(s)