



Candidate Information Guide

Aligned with the 2025 Standards for RTOs – Effective 1 July 2025

KnowledgeAccess Pty Ltd | RTO Code: 40961

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Section 1 – Welcome to KnowledgeAccess

Welcome to KnowledgeAccess – Australia’s RPL Specialists in Leadership Accreditation

At KnowledgeAccess, we are passionate about unlocking potential and transforming lives through education. Since June 2014, we have been a **Registered Training Organisation (RTO #40961)**, specialising in helping individuals achieve **nationally recognised qualifications** through **Recognition of Prior Learning (RPL)**.

We are proud to be an **assessment-only RTO**, which means we do not deliver training—we focus solely on assessing your existing skills and experience against the national competency standards.

Who We Work With

We support:

- **Individual professionals** seeking recognition for their workplace achievements
- **Enterprises of all sizes**, from small businesses to major corporations
- **Third-party development providers** seeking a high-quality RPL partner for their clients


Our Focus Areas

We specialise in:

- **Leadership & Management**
- **Project Management**
- **Business Operations and Communication**

Qualifications currently on our **scope of registration** include (but are not limited to):

- BSB40520 Certificate IV in Leadership and Management
- BSB40920 Certificate IV in Project Management Practice
- BSB50420 Diploma of Leadership and Management
- BSB50820 Diploma of Project Management
- BSB60420 Advanced Diploma of Leadership and Management

 You can view our full, current scope of registration on training.gov.au:
<https://training.gov.au/Organisation/Details/40961>

Our Story

Founded in 2014, KnowledgeAccess was created after co-founder Campbell Elton experienced a frustrating and impersonal RPL process elsewhere. He teamed up with Russell Shordon, and together they established a company committed to making RPL **more respectful, efficient, and effective**.

Today, we continue to build on that founding vision—offering RPL pathways that reflect the true value of workplace expertise. Our assessors and team members bring deep knowledge of leadership and project environments, and a commitment to **fair, transparent, and personalised assessment**.

Our Value Proposition

- **Assessment-Only Specialists:** We don't offer training or tutoring—just rigorous, respectful assessment.
- **Efficient Process:** No exams or classes. Just clear guidance and recognition of what you already know.
- **Workplace-Centric:** Your experience is the foundation for demonstrating competency.
- **Regulatory Integrity:** We adhere strictly to the 2025 Standards for RTOs and undergo regular quality review.
- **Guided Support:** Our team offers responsive, personal assistance from start to finish.

Our Mission and Commitment

At KnowledgeAccess, we believe that:

- **Recognition of experience is a right—not a reward.**
- **Every candidate deserves a professional, transparent, and well-supported assessment journey.**
- **A nationally recognised qualification should reflect genuine workplace capability.**

We're here to recognise your achievements, support your goals, and uphold the integrity of the qualifications we issue.

"Recognition of skills and experience isn't just a pathway to a qualification—it's a celebration of what individuals have already achieved and a stepping stone to greater career opportunities."

We look forward to working with you.

– The KnowledgeAccess Team

Section 2 – About KnowledgeAccess as an Assessment-Only RTO

What Does “Assessment Only” Mean?

KnowledgeAccess is an **assessment-only Registered Training Organisation (RTO #40961)**. This means we **do not deliver training**. Instead, we assess your existing skills, knowledge, and workplace experience through a formal process called **Recognition of Prior Learning (RPL)**.

We don’t run courses. We don’t assign textbooks. We don’t teach you new content. We recognise the learning you’ve already achieved through your work, leadership, and professional development.

All qualifications and Statements of Attainment issued by KnowledgeAccess are granted via **RPL assessment only**, not as a result of participation in training. This distinction is important for regulatory integrity, and it is reflected in our internal records and processes.

What is RPL?

Recognition of Prior Learning (RPL) is a process that compares what you already know and can do with the formal requirements of nationally recognised qualifications in Australia. It is designed for experienced professionals who are already performing the job roles described in the qualification.

To be eligible for RPL, you must be able to:

- Provide recent, **workplace-based evidence** of your competency
- Answer relevant **knowledge-based questions**
- Participate in a structured assessment process, led by a qualified assessor
- Meet the **rules of evidence**: your documentation must be **valid, sufficient, authentic, and current**

No Training—But Clear Guidance

While we do not deliver training, we provide a structured and supported assessment pathway. You will receive:

- A **custom Evidence Guide** for your qualification (see example: *BSB40520 Certificate IV in Leadership & Management Evidence Guide*)
- **Step-by-step instructions** on how to gather, label, and submit your documentation
- Knowledge questions aligned with each cluster of units
- Templates for things like operational plans, difficult conversations, and team development
- Clear expectations for video/audio submissions
- Ongoing **assessor communication and support** during the assessment process

Typical Candidate Experience

Most candidates:

- Have **5+ years of professional experience**, including 2+ years in a leadership, project management, or supervisory capacity
- Use the Evidence Guide to **self-assess readiness** before enrolling
- Spend **4–12 weeks** completing the assessment process (timeframes vary depending on evidence availability)
- Submit evidence via email, Dropbox, USB, or post

Our Evidence Guide serves as both a workbook and a checklist. We encourage you to review it thoroughly to determine if you have the required workplace documentation and experience before committing.

AI Use in the Assessment Process

The use of artificial intelligence (AI) tools—such as generative text assistants (e.g. ChatGPT) or document generators—is **not permitted** for completing knowledge questions, generating complete evidence, or creating reflective responses.

You are expected to:

- Provide your own original responses to all written questions
- Upload evidence that is genuinely created or used by you in your workplace
- Accurately represent your experience

If we detect that AI-generated content has been used inappropriately, it may compromise your assessment outcome. We assess competency based on your lived experience, not artificial output.

Candidate Responsibilities


Because we do not provide instruction, it's essential that you:

- Read the Evidence Guide carefully and self-assess your readiness
- Ensure you have **sufficient LLND skills** to engage with the RPL process (refer to the **LLND Checklist**—coming soon)
- Upload your evidence in a timely, organised manner
- Contact your assessor when clarification is needed—but not for coaching or answers

Summary of the Evidence Guide

Each Evidence Guide:

- Matches your workplace experience to specific units of competency
- Lists required documentation (e.g. plans, reports, meeting notes, videos, emails)
- Contains short knowledge questions to assess your theoretical understanding
- Explains how to use templates or record video submissions where needed

 Example: *BSB40520 Certificate IV in Leadership and Management*

Includes uploads like:

- Operational plans
- Performance reviews
- Difficult conversation videos
- Evidence of emotional intelligence development
- Meeting agendas, minutes, and recordings

Would you like a copy of the Evidence Guide before enrolling? Email us at admin@knowledgeaccess.com.au

Section 3 – How RPL Assessment Works

Overview of the RPL Process

At KnowledgeAccess, Recognition of Prior Learning (RPL) is a structured assessment process—not a one-time form. It's how we determine whether your **existing workplace skills and experience** meet the competency standards for a qualification under the Australian Qualifications Framework (AQF).

While there are no exams or classroom attendance, this process is rigorous and evidence-based. You will be assessed on real documentation, reflections, and your ability to demonstrate that you meet every requirement of each unit in your qualification.

How Long Does It Take?

The time required to complete the RPL process depends almost entirely on **your readiness and motivation**.

- Candidates who already have a well-organised portfolio of evidence may complete the process in as little as **4 weeks**.
- The majority of candidates complete the full process in **6 to 9 months**, balancing evidence preparation with their existing work and life commitments.

There are **no fixed due dates**, but your progress depends on how quickly you can gather, upload, and submit your evidence.

The RPL Journey – Step-by-Step

Our assessors follow a five-step model for all RPL assessments:

Step 1 – Candidate Evidence Submission

- After receiving the **Evidence Guide** for your qualification, you'll begin preparing your documentation.
- You'll upload your portfolio through an agreed method—this may include:
 - The **KA Candidate Upload Portal** (preferred)
 - **Dropbox**
 - **Email**
 - **Post or USB** (if agreed upon prior to enrolment)

You can send your documents in stages or as a complete set.

Step 2 – Evidence Review by Your Assessor

- Your assessor will review your documents to determine if your evidence is:
 - **Valid** (relevant to the units)
 - **Sufficient** (covers all required aspects)
 - **Authentic** (created or contributed by you)
 - **Current** (reflective of recent practice)
- If evidence is incomplete or unclear, you'll be asked to provide:
 - **Additional evidence**
 - **Clarification via written explanation, video or email**

Step 3 – Competency Conversation (if needed)

- You may be invited to participate in a **structured conversation** with your assessor via phone or video call.
- This helps the assessor verify your oral communication skills and clarify areas that weren't fully covered in your written submission.
- This is **not an exam**—it's a professional discussion, guided by competency standards.

Step 4 – Practical Assessment Tasks (if needed)

- In rare cases, if your portfolio and responses are still insufficient, you may be asked to:
 - Record a role-play or workplace task
 - Participate in a video demonstration
 - Arrange for workplace observation (if practical and agreed)

Step 5 – Final Decision and Certification

- If you are found competent in all units, you will be issued a nationally recognised qualification or Statement of Attainment.
- Certification will be issued:
 - Within 30 calendar days of the final decision
 - Only after all assessment is complete and all fees have been paid in full
 - Once your Unique Student Identifier (USI) has been verified

Your certificate and/or Statement of Attainment will not be released until these conditions are met.

If you are not yet competent, your assessor will provide:

- Clear feedback on what's missing
- An opportunity to resubmit additional evidence
- A Statement of Attainment for any successfully completed units

What Will You Submit?

The Evidence Guide outlines everything you need, including:

- Workplace documents (e.g. plans, reviews, reports, emails)
- Video/audio recordings (e.g. difficult conversations, team briefings)
- Reflections or responses to knowledge questions
- Templates provided in the guide
- Proof of feedback from colleagues or supervisors
- Professional development activities, performance reviews, or plans

 For full details, refer to your **Evidence Guide**. If you haven't received one, contact admin@knowledgeaccess.com.au.

Use of AI in Your Submission

As mentioned previously, **AI-generated content is not acceptable** as evidence of your competence. Do not use AI tools (e.g. ChatGPT, Jasper, Notion AI) to:

- Write knowledge question responses
- Entire documents or reflections
- Generate full videos of role-plays

You must submit authentic evidence that reflects your own workplace experience and voice.

How Do You Submit Evidence?

Before you enrol, we will agree on your preferred method for evidence submission. This will be one of the following:

- **Candidate Upload Portal** (your unique login is provided)
- **Dropbox**
- **Email submissions** to your assessor
- **USB or printed documents** (by post, if necessary)

You may submit evidence in **stages or batches**, and your assessor will provide guidance and feedback along the way.

Summary: Your RPL Process**Step Description**

- 1** Receive your Evidence Guide and begin preparing documentation
- 2** Submit your evidence via the agreed method
- 3** Participate in a conversation or video call if clarification is needed
- 4** Complete any required practical demonstrations or follow-ups
- 5** Receive your result and, if successful, your nationally recognised certificate

Section 4 – Eligibility and Language, Literacy, Numeracy and Digital Skills (LLND)

Recognition of Prior Learning (RPL) is a structured assessment process designed to formally recognise the skills and knowledge you already possess. At KnowledgeAccess, we specialise in assessing candidates who have significant workplace experience and are already performing at the level of the qualification they are seeking. We do not provide training or coaching; instead, we assess what you can already demonstrate through your professional practice.

To be eligible for RPL through KnowledgeAccess, you must be able to show that you have recently performed in a role relevant to the qualification. For example, candidates applying for a Certificate IV in Leadership and Management will typically be in—or have recently been in—a team leader, supervisor, or managerial role. Most of our candidates have more than two years of experience in their field, and are able to provide workplace documentation, project artefacts, communication records, and other forms of evidence that meet national competency standards.

In addition to relevant experience, candidates must also demonstrate that they have the necessary **Language, Literacy, Numeracy and Digital (LLND) skills** to complete the RPL process. This includes the ability to:

- Read and interpret workplace documents such as operational plans, team rosters, reports and procedures;
- Write structured and reflective responses to knowledge-based questions;
- Engage in email communication and digital submission processes; and
- Use basic digital tools such as file-sharing platforms and document templates.

To support this, each candidate is required to complete a **self-assessment LLND checklist**. This checklist is embedded in your Evidence Guide and should be completed honestly and thoroughly before you begin submitting evidence. If you are unsure about your LLND readiness, you may also request a copy of the checklist separately from your assessor or our admin team.

Where the evidence submitted by a candidate suggests LLND skills are not sufficient to support valid assessment, the RPL process may be paused, and the candidate will be offered an opportunity to re-confirm their readiness or withdraw with no obligation to proceed. In such cases, a Statement of Attainment may still be issued for any units that have been successfully completed.

This process aligns with **Outcome Standard 1.4** of the 2025 Standards for RTOs, which requires all RTOs to confirm that a candidate has the necessary skills to engage with the assessment process. KnowledgeAccess upholds this standard to ensure the quality, fairness, and integrity of the qualifications we issue.

RPL is best suited to individuals who are confident working independently, have a high level of workplace literacy, and are ready to submit real-world documentation that reflects their competence. If this describes your current position, we look forward to supporting you through the process.

Section 5 – Fees and Refunds

At KnowledgeAccess, we are committed to providing transparent, fair, and compliant fee arrangements for all candidates undertaking Recognition of Prior Learning (RPL). Our approach is designed to ensure that you understand your financial obligations before committing to any qualification or assessment process, and to safeguard the integrity of our services in accordance with **Compliance Standard 13** of the Standards for RTOs 2025.

As an assessment-only RTO, KnowledgeAccess does not charge upfront fees. We do not require payment at the point of enquiry or application. Instead, fees become payable **only after your RPL assessment has been completed** and a final determination of competency has been made. This model ensures that you receive the full support of the assessment process before any financial obligation arises.

The **total fee** for your qualification is confirmed **in writing prior to enrolment** and before the RPL process commences. This information will be provided to you via formal correspondence—typically through an offer letter, confirmation email, or enrolment form—so that you may make an informed decision before proceeding.

The agreed fee includes:

- Access to the tailored Evidence Guide for your qualification;
- Review and assessment of submitted evidence by a qualified assessor;
- Competency conversations and supplementary assessments if required;
- Structured feedback and the opportunity to submit additional evidence where needed;
- Issuance of your nationally recognised certificate or Statement of Attainment (if deemed competent).

All enrolments with KnowledgeAccess are **fee-for-service only**. We do not receive or administer any form of government funding, and we do not participate in subsidised training or voucher schemes. Candidates are responsible for the full payment of the agreed fee, regardless of their personal or employment circumstances.

No certificate or Statement of Attainment will be issued until:

- The assessment process is complete;
- All units have been deemed competent; and
- **All fees have been paid in full, and your USI has been verified.**

If a candidate chooses to withdraw **before** the assessment process has commenced, **no fee will be payable**. If assessment has already begun and the candidate elects not to complete the process—or if the candidate is found not yet competent—fees may still apply for the services and assessor time provided. All requests for refunds or fee waivers must be submitted **in writing** and will be reviewed on a case-by-case basis by the CEO.

For further detail, you may request a copy of our full **Fees and Refunds Policy** by contacting admin@knowledgeaccess.com.au.

Section 6 – Access, Equity and Inclusion

KnowledgeAccess is committed to providing an inclusive and equitable assessment experience that is respectful of individual circumstances and accessible to all eligible candidates. As outlined in our Access and Equity Policy, we recognise and support the rights of every individual to engage in vocational education and to have their experience assessed without discrimination, harassment, or undue disadvantage.

We are an assessment-only Registered Training Organisation (RTO). As such, we do not deliver training, tutoring, or remedial education. Our primary role is to assess the evidence you provide against nationally endorsed competency standards. However, this does not prevent us from supporting access and fairness in how the assessment process is delivered and managed.

If you identify as a person with disability, or if you face particular barriers related to language, culture, gender, age, or educational background, you are encouraged to let us know prior to enrolment. We will work with you to determine whether any **reasonable adjustments** can be made to the assessment process without compromising the integrity of the qualification.

Examples of reasonable adjustment may include:

- Allowing additional time to complete assessment tasks;
- Adjusting the format of written or verbal responses;
- Offering support through an agreed communication method;
- Structuring submission timelines to accommodate accessibility needs.

All adjustments are assessed on a case-by-case basis and must still comply with the **Rules of Evidence** and **Principles of Assessment**. We are required to ensure that every qualification issued reflects genuine competence in the relevant workplace standards.

It is important to note that KnowledgeAccess is not resourced to provide specialist support services, counselling, interpreting, or assistive technology. Where a candidate requires ongoing personal or academic assistance beyond what is reasonably achievable in an RPL context, we may refer them to an external organisation or suggest alternative pathways.

We are committed to fostering a safe and inclusive environment for all. Our staff are trained to uphold the standards of professional conduct required by national legislation, including the **Disability Discrimination Act 1992 (Cth)**, the **Australian Human Rights Commission Act 1986 (Cth)**, and applicable State and Territory equal opportunity laws.

Our Access and Equity Policy is available on request. If you have questions or would like to discuss how we can support your participation, please contact admin@knowledgeaccess.com.au.

Section 7 – Reasonable Adjustments

At KnowledgeAccess, we recognise that individuals may experience circumstances that require flexibility in the assessment process. In accordance with the **Standards for RTOs 2025 (Outcome Standard 2.5)**, we are committed to making reasonable adjustments where possible to ensure that all eligible candidates can participate fully in Recognition of Prior Learning (RPL) without compromising the rigour of assessment.

A reasonable adjustment is a modification made to the way assessment is conducted—not the assessment criteria itself. It allows a candidate with disability, injury, health condition, or other significant barrier to demonstrate competence on an equal footing with others.

Examples of reasonable adjustments in the RPL process may include:

- Allowing additional time to submit evidence or complete reflection tasks;
- Accepting verbal explanations in place of written responses (where supported by the evidence guide and assessment method);
- Using assistive technologies to support communication or documentation;
- Structuring the assessment sequence in a way that accommodates the candidate's work schedule, location, or support needs.

It is important to emphasise that any adjustment must:

- Be agreed in advance between the candidate and assessor;
- Not compromise the competency standards or unit requirements;
- Comply with the **Rules of Evidence** (validity, sufficiency, authenticity, and currency);
- Be clearly documented in the candidate's assessment records.

Candidates seeking a reasonable adjustment should notify their assessor or the administrative team as early as possible, ideally prior to enrolment. Requests will be considered in good faith and in consultation with the candidate. In some cases, supporting documentation may be requested.

KnowledgeAccess is not able to provide personal assistance, specialised equipment, or therapy services. Where an adjustment exceeds the scope of what we can reasonably provide, candidates may be referred to an appropriate external service or another RTO.

All staff at KnowledgeAccess are trained to uphold the values of fairness, accessibility, and respect for diversity. We welcome discussions around adjustments and remain committed to offering a process that values inclusion while maintaining the integrity of nationally recognised qualifications.

Section 8 – Unique Student Identifier (USI)

In accordance with national regulatory requirements, all candidates must provide a valid **Unique Student Identifier (USI)** before KnowledgeAccess can issue a qualification or Statement of Attainment. This is a mandatory requirement under the **Student Identifiers Act 2014 (Cth)** and forms part of our compliance obligations under the Standards for RTOs 2025.

The USI is a reference number issued by the Australian Government that links your past and future training records into a single, secure online location. It is required for all nationally recognised training in Australia and is used by the **National Centre for Vocational Education Research (NCVER)** to maintain accurate records of your educational outcomes.

KnowledgeAccess does not create USIs on behalf of candidates. You must obtain your own USI through the official government website:

 <https://www.usi.gov.au>

If you are unsure whether you already have a USI, or if you cannot remember your number, you can retrieve it at:

 <https://www.usi.gov.au/students/find-your-usi>

You will be required to supply your USI when completing your enrolment with us. This number is entered into our student management system (RTO Data Cloud), which is integrated with the national USI Registry. Upon entry, the system performs an automated verification to confirm that the USI you provided is valid and correctly associated with your legal name and date of birth.

If the USI you provide does not match the personal information held in the national USI registry, your assessor and our administrative team will be notified. You will be contacted with instructions to correct the mismatch. **Certification cannot be issued until a valid and verified USI is provided.**

Please ensure that the personal information you provide to KnowledgeAccess—particularly your full legal name and date of birth—matches the information held in your USI record. This helps to avoid delays and ensures a smooth certification process.

If you are unsure whether you already have a USI, or if you cannot recall it, you can retrieve your existing USI through the USI website or contact their helpdesk.

Section 9 – Certification and Issuance

KnowledgeAccess issues all qualifications and Statements of Attainment in accordance with the requirements of the **Standards for RTOs 2025**, the **Australian Qualifications Framework (AQF)**, and the **Student Identifiers Act 2014**. We are committed to ensuring that every certificate reflects genuine competence and has been awarded through a compliant, fair, and well-documented assessment process.

As an assessment-only RTO, all certification issued by KnowledgeAccess results from **Recognition of Prior Learning (RPL)**. We do not issue certificates on the basis of training participation, completion of coursework, or attendance. Our internal records clearly indicate that all awards are made on the basis of RPL assessment.

If you are assessed as competent in all required units, you will be issued either:

- A **Qualification Testamur** and **Record of Results** (for full qualifications); or
- A **Statement of Attainment** (for partial completion or individual units of competency)

All certificates issued by KnowledgeAccess include:

- The full legal name of the candidate;
- The AQF qualification code and title (or unit code and title, for Statements of Attainment);
- The date of issuance;
- The RTO name, code, and logo;
- The Nationally Recognised Training (NRT) logo (only for full qualifications);
- A clear reference in internal records that the outcome was achieved via **RPL assessment**.

Certificates will be issued:

- **Within 30 calendar days** of your final assessment being completed, your USI being verified, and **full payment of fees** being received.

Digital copies are provided by default. Printed copies may be issued upon request.

If your assessment does not result in full competency across all units, you may still be eligible for a Statement of Attainment listing those units where competence has been confirmed. This provides formal recognition of your achievements and can contribute toward future qualifications or training pathways.

All certification is stored and secured in accordance with national retention requirements. If you lose your certificate, you may request a reissue by contacting admin@knowledgeaccess.com.au. Please note that identity verification will be required before any replacement is issued.

We take the integrity of our certification processes seriously. If you have any concerns about the content of your certificate, or if any details appear incorrect, please notify us as soon as possible so we can investigate and, if necessary, correct the records.

Section 10 – Privacy and Confidentiality

KnowledgeAccess respects and upholds your right to privacy in accordance with the **Privacy Act 1988 (Cth)**, the **National Vocational Education and Training Regulator Act 2011 (Cth)** (NVETR Act), and the **Standards for RTOs 2025**. We are committed to protecting your personal information and ensuring that it is used, stored, and disclosed in a secure, ethical, and transparent manner.

When you enrol with KnowledgeAccess, we collect personal details including your name, contact information, date of birth, Unique Student Identifier (USI), employment history, qualification goals, and evidence of your skills and experience. This information is used to support your enrolment, assessment, and certification, and to meet our reporting obligations under Australian law.

We use your personal information to:

- Process and manage your enrolment and assessment;
- Communicate with you about your qualification or application;
- Conduct RPL assessment in accordance with national competency standards;
- Issue certificates or Statements of Attainment;
- Submit data to the **National Centre for Vocational Education Research (NCVER)** and other government authorities, as required.

We are legally required under the **NVETR Act** to disclose certain information about you to NCVER for inclusion in the national VET data collection. Your information may also be shared with the **Australian Government Department of Employment and Workplace Relations (DEWR)** and relevant State or Territory training authorities.

NCVER and related bodies use this information to:

- Maintain authenticated VET transcripts;
- Facilitate statistical analysis, research, and surveys;
- Inform policy development and workforce planning;
- Monitor VET sector performance and participation.

These bodies are authorised under legislation to handle your data in accordance with strict privacy safeguards. Your personal information will not be used or disclosed for marketing purposes without your consent, nor will it be sent to overseas recipients.

You may be contacted to participate in a student outcomes survey, administered by NCVER or its agents. Participation is voluntary, and you may opt out at any time.

All evidence and records relating to your enrolment, assessment, and certification are stored securely in line with legislative requirements. These records are retained for at least **30 years**, in accordance with ASQA guidelines, and are stored in encrypted systems hosted in Australia. Access to your records is limited to authorised personnel involved in your assessment or certification and is governed by internal access protocols.

You have the right to request access to your personal information, to correct inaccurate records, and to raise any concerns about how your data is handled. Requests should be made in writing to the KnowledgeAccess administrative team at admin@knowledgeaccess.com.au.

A copy of the KnowledgeAccess Privacy Policy and Candidate Declaration is available upon request or as part of the enrolment process.

Section 11 – Third-Party Partners

KnowledgeAccess may, from time to time, engage with reputable external organisations to promote our qualifications or refer eligible individuals to our Recognition of Prior Learning (RPL) services. These organisations are referred to as **third-party partners** and may include professional development providers, corporate training teams, or industry associations. They help raise awareness of our assessment-only model and connect experienced professionals with appropriate qualifications.

All third-party arrangements are conducted under formal written agreements that define the representative's role, compliance obligations, and limitations. These arrangements are monitored closely to ensure that all activities remain transparent, ethical, and compliant with the **Standards for RTOs 2025**.

At all times, your enrolment and certification agreement is with **KnowledgeAccess Pty Ltd (RTO #40961)**. Third-party representatives may assist with initial information or referral, but they do not conduct assessments, or guarantee outcomes.

We do not partner with education brokers or unaccredited intermediaries. We only work with legitimate entities who understand and respect the regulatory obligations of the VET sector.

Examples of legitimate third-party behaviour:

- Explaining the purpose and structure of the RPL process;
- Sharing publicly available information from the KnowledgeAccess website;
- Referring you directly to KnowledgeAccess for enrolment or evidence preparation;
- Offering support services (e.g. coaching, mentoring) that are clearly separate from the assessment process.

Examples of illegitimate or non-compliant behaviour:

- Claiming you will automatically receive a qualification without assessment;
- Offering to complete knowledge questions or documentation on your behalf;
- Misrepresenting the RTO as a training provider rather than assessment-only;
- Charging fees for enrolment that are not approved or disclosed by KnowledgeAccess;
- Suggesting that they can “fast track” your outcome for an additional fee.

If you believe you have been misled by a third-party representative, or if you have concerns about their conduct, please contact us immediately at admin@knowledgeaccess.com.au. KnowledgeAccess takes any breach of candidate trust or regulatory standards seriously and will investigate all reports of non-compliance.

A copy of our Third-Party Marketing and Advertising Agreement is available upon request.

Section 12 – Candidate Conduct and Integrity

KnowledgeAccess upholds the highest standards of professional and academic integrity throughout the Recognition of Prior Learning (RPL) process. All candidates are expected to engage with the process honestly, provide authentic evidence, and demonstrate respect for the requirements of nationally recognised assessment. Misconduct, dishonesty, or misrepresentation is incompatible with the integrity of the vocational education sector and the values of our organisation.

By proceeding with enrolment, you confirm your agreement to the terms outlined in this Candidate Information Guide and formally accept these conditions via our online **Candidate Enrolment and Declaration Form**, available at:

 <https://www.knowledge-access.com/enrolment-form>

This declaration includes a set of mandatory tickboxes that confirm your understanding of key obligations, including:

- That all evidence submitted must be your own work, unless otherwise cited;
- That you have disclosed your use of any tools (e.g. AI) used to prepare your portfolio;
- That you have read and understood the requirements for assessment and certification.

Acceptable Evidence Practices

As an RPL candidate, you are required to submit workplace evidence that reflects your genuine experience. This may include documents, recordings, plans, communications, and structured responses. In some cases, due to **commercial sensitivity, client confidentiality, or legal constraints**, you may submit redacted documents, provided they retain enough meaningful content to be assessed for validity and alignment with competency outcomes.

If it is not possible to share real-world examples (e.g. disciplinary conversations or strategic planning documents), assessors may request that you produce **role-play evidence**. This may include recorded video meetings, demonstration files, or email simulations, and is a common and accepted method for demonstrating competence where direct workplace documents cannot be provided.

All assessors are trained to accept and evaluate both authentic and role-play-based evidence, as long as it meets the **Rules of Evidence**: validity, sufficiency, authenticity, and currency.

In some cases, candidates may not have access to workplace documentation—such as a business plan, operational plan, or performance review—due to confidentiality, past employment restrictions, or commercial sensitivities. In these situations, **KnowledgeAccess permits reconstructed evidence**, provided it still authentically demonstrates the candidate's skills and knowledge.

Reconstructed evidence must:

- Be based on the candidate's **actual experience and knowledge**;
- Accurately reflect **real scenarios** the candidate has dealt with;
- Be prepared using **KnowledgeAccess-approved templates**, which are designed to ensure all required elements of competency are addressed;

- Be clearly identified as reconstructed or scenario-based within the submission.

These templates are made available during the RPL process and may be used to develop evidence in areas such as:

- Operational planning;
- Risk management;
- Leadership and team performance;
- Customer service strategies;
- Business and personal development planning.

Reconstructed evidence is fully valid under the Principles of Assessment and Rules of Evidence (particularly sufficiency, authenticity, and validity), and assessors will review it as part of the candidate's overall portfolio.

Use of Artificial Intelligence (AI)

KnowledgeAccess recognises that candidates may use AI-powered tools to organise, collate, or summarise their evidence. This is acceptable when:

- The AI is used for administrative purposes (e.g. sorting, formatting, transcribing);
- The AI use is **disclosed** clearly in the assessor;
- The content being submitted is still based on the candidate's **own workplace experience**;
- The candidate has reviewed and taken responsibility for the final submission.

Use of AI to generate original written responses, draft knowledge question answers, or fabricate documentation is not permitted. Where such use is suspected without disclosure, the submission may be paused or rejected, and a formal investigation may be undertaken.

Examples of Misconduct

The following behaviours constitute a breach of integrity and may result in the suspension or cancellation of your assessment:

- Submitting documents created by another person or AI tool as your own;
- Falsifying or fabricating workplace evidence;
- Misleading assessors through omission, impersonation, or deceptive presentation;
- Re-using previously submitted evidence without disclosure or attribution;
- Failing to declare use of AI in preparation of any written response or portfolio item.

If any concern arises during the assessment, you will be contacted and provided with an opportunity to explain or clarify the issue. If a serious breach is confirmed, KnowledgeAccess may withhold certification, terminate the enrolment, or take further steps as required.

We believe that Recognition of Prior Learning should honour your real-world experience—not replace it with simulations or shortcuts. By engaging honestly with the process, you protect the value of your own qualification and help maintain the integrity of the vocational education sector.

Section 13 – Complaints and Appeals

At KnowledgeAccess, we are committed to providing a fair, transparent, and respectful process for managing all complaints and appeals. We understand that candidates may occasionally feel dissatisfied with an aspect of their experience or disagree with an assessment outcome. Our process ensures that every concern is taken seriously and responded to appropriately in accordance with the **Standards for RTOs 2025**, particularly Outcome Standards **3.1 through 3.3**.

We welcome feedback and encourage you to raise issues promptly so they can be addressed constructively and, where possible, resolved at the earliest opportunity.

What is a complaint?

A complaint is any expression of dissatisfaction with a service, decision, process, staff member, or third-party representative of KnowledgeAccess. This might include concerns about:

- Communication delays or misunderstandings;
- Conduct of assessors or administrative staff;
- Perceived bias or unfairness;
- Issues with access, equity, or procedural clarity;
- The actions of a third-party representative or referring partner.

What is an appeal?

An appeal is a formal request for the review of an assessment outcome or administrative decision. You may lodge an appeal if you believe that:

- Your assessment was not conducted fairly or in line with the Principles of Assessment;
- The assessor misinterpreted your evidence or failed to consider relevant material;
- There has been an administrative error affecting your result.

Step-by-step process

1. Informal resolution (recommended first step)

If you feel comfortable, you are encouraged to raise your concern directly with your assessor or a member of the administrative team. Many issues can be resolved quickly and informally through open discussion.

2. Formal complaint or appeal submission

If the matter cannot be resolved informally, or you prefer a formal process, you may submit a written complaint or appeal by emailing admin@knowledgeaccess.com.au. Please include your full name, contact information, a clear description of the issue, and any relevant evidence or documents.

3. Acknowledgement and response

All formal complaints and appeals will be acknowledged in writing within **five business days**. You will receive a written outcome within **20 business days**, or sooner where possible. If more time is required (e.g. for a complex matter), we will keep you informed of progress.

4. **Internal review**

If you are dissatisfied with the outcome, you may request an internal review by the **Managing Director** or another senior staff member who was not involved in the original decision. This review will be conducted impartially.

5. **External referral (if unresolved)**

If you remain dissatisfied after internal review, you may refer the matter to an external agency, such as:\n - **Australian Skills Quality Authority (ASQA)**: for matters related to compliance or RTO conduct;\n - **Office of the Australian Information Commissioner (OAIC)**: for privacy-related concerns;\n - A legal or ombudsman service, depending on the nature of the complaint.

Your rights

- Making a complaint or appeal will not disadvantage you in any way.\n- Your information will be kept confidential and only shared with those directly involved in the matter.\n- You have the right to be heard and to have your concerns considered respectfully and without delay.\n- You may nominate a support person to assist you during the process if needed.

A full copy of the **KnowledgeAccess Complaints and Appeals Policy** is available on request.

Section 14 – Changes to Services, Course Availability or Policies

KnowledgeAccess is committed to providing consistent, high-quality assessment services and ensuring that candidates are kept informed of any material changes that may affect their enrolment or progression.

From time to time, circumstances may require us to update or amend the services we offer, the qualifications available on our scope of registration, or the policies and procedures that guide our operations. These changes may result from regulatory updates, industry feedback, resource changes, or internal quality reviews.

In accordance with **Outcome Standard 1.2** and **Clause 5.4 of the Standards for RTOs 2025**, we will provide timely and accurate information about any of the following:

- Changes to the qualification or units of competency offered through RPL (e.g. transition to a new training package);
- Changes to your assessor or the way assessment is delivered (e.g. a shift from one platform to another);
- Changes to our policies, such as fees, complaints, privacy, or assessment requirements;
- Any unforeseen disruption to your access to services that may affect your enrolment or ability to complete the process.

Where a change directly affects your enrolment or qualification pathway, we will notify you in writing, outlining:

- What the change is;
- Why the change is occurring;
- Whether action is required by you;
- Who to contact for assistance or clarification.

Transition periods for superseded qualifications

If a qualification you are enrolled in is superseded while you are in progress, KnowledgeAccess will work with you to:

- Complete the current qualification within the allowable **transition period** (as published by ASQA); or
- Transition you to the new qualification, if appropriate, with your consent and a clearly communicated plan.

We will always aim to minimise disruption and ensure that you are not disadvantaged. No candidate will be withdrawn or re-enrolled without notice and consultation.

Where to find updates

Important updates will be communicated via:

- Email to your nominated address;

- The KnowledgeAccess website: <https://www.knowledge-access.com>;
- Direct messages within the candidate upload portal (if applicable).

If you are unsure whether a change affects you, or if you believe you were not informed of a policy or service update, please contact our team at admin@knowledgeaccess.com.au.

Section 15 – Record Retention and Certificate Reissuance

KnowledgeAccess maintains secure and compliant records of all enrolments, assessments, and certifications in accordance with national regulatory requirements. This ensures the integrity of your qualification and enables access to replacement documentation if needed in the future.

Record Retention

As required by the **Standards for RTOs 2025** and in line with ASQA's **General Direction on Retention Requirements**, we retain all records of:

- Enrolment and USI verification;
- Assessment evidence and assessor decisions;
- Qualification issuance details and certification records;

for a period of **at least 30 years** from the date of completion.

These records are stored securely in encrypted, cloud-based systems hosted in Australia, and access is strictly limited to authorised staff. Candidate files are regularly reviewed for compliance and backed up in accordance with our data security protocols.

Requesting a Replacement Certificate or Statement of Attainment

If your original certificate or Statement of Attainment is lost, damaged, or cannot be located, you may request a reissue by contacting us at admin@knowledgeaccess.com.au.

To request a replacement, you will be asked to:

- Confirm your identity;
- Provide your full legal name as it appeared at the time of enrolment;
- Provide your date of birth and approximate date of completion;
- Pay any applicable reissue fee (if charged—this will be confirmed at the time of your request).

Once verified, a digital copy will be provided. Printed copies can also be arranged on request.

Please allow up to **5 business days** for certificate reissues, although we will aim to complete this more quickly where possible.

We recommend that you retain a digital copy of your qualification for your own records.

Section 16 – Legislative and Regulatory Obligations

As a Registered Training Organisation (RTO #40961), KnowledgeAccess operates in accordance with a range of legislative and regulatory requirements that govern vocational education and training (VET) in Australia. These laws ensure the protection of learners, uphold the quality of nationally recognised qualifications, and provide a framework for ethical and accountable RTO operations.

It is important that all candidates understand that their rights and responsibilities are shaped by these regulatory frameworks. We are committed to ensuring that you are not only informed of your obligations, but also supported to meet them throughout your engagement with us.

Key legislative frameworks

KnowledgeAccess complies with the following core legislation:

- **Standards for RTOs 2025** (enforced by ASQA): Governs how RTOs deliver services, assess competency, issue certification, and protect learners;
- **National Vocational Education and Training Regulator Act 2011 (Cth)** (NVETR Act): Establishes the national regulator and defines the obligations of RTOs;
- **Privacy Act 1988 (Cth)**: Regulates how we collect, store, and use personal information;
- **Student Identifiers Act 2014 (Cth)**: Requires the use and verification of a Unique Student Identifier (USI) for certification;
- **Disability Discrimination Act 1992 (Cth)** and **Australian Human Rights Commission Act 1986 (Cth)**: Support inclusive practices and equitable access to education;
- **Competition and Consumer Act 2010 (Cth)**: Prohibits misleading or deceptive conduct in marketing or service delivery;
- Applicable **state-based equal opportunity and anti-discrimination laws**.

Your obligations as a candidate

As a candidate with KnowledgeAccess, you are expected to:

- Provide true and accurate information at all stages of the enrolment and assessment process;
- Respect the integrity of the assessment process and submit only your own original work;
- Comply with relevant privacy, data, and copyright laws when submitting workplace documents;
- Inform us of any change in your contact details or circumstances that may affect your assessment;
- Engage respectfully with our team and meet agreed timelines or requirements for submission and communication.


If you are unsure how a specific obligation applies to your situation, please contact admin@knowledgeaccess.com.au for clarification. Our staff are trained to assist and will respond to your query professionally and confidentially.

Section 17 – Contact and Support Information

At every stage of your Recognition of Prior Learning (RPL) journey, KnowledgeAccess is committed to providing responsive, respectful, and clear support. Whether you're seeking clarification, facing a challenge, or just want to talk through the next step, our team is here to help.

Please use the following contact details for general enquiries, enrolment assistance, assessment queries, or policy requests:

 **Email (Primary Contact):**
admin@knowledgeaccess.com.au

 **Phone (Business Hours AEST):**
0418 881 435

 **Website:**
www.knowledge-access.com

 **Head Office Location:**
KnowledgeAccess Pty Ltd

27 Mott Street

Gaythorne

QLD 4051