

# Student Handbook

Your guide to studying with First Door



Nationally Recognised Training RTO code 40782

[www.firstdoor.com.au](http://www.firstdoor.com.au)

*Because each child deserves your best*



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# Welcome to First Door

**Congratulations on this important step - to open up opportunities for your career in Early Childhood Education and Care. Our team places your success at the heart of all we do, and it shows.**

**Before enrolment:** you'll receive all of this information. We're available to answer your questions and support you to complete your enrolment information.

**After enrolment:** your welcome meetings support you as a new student to feel comfortable with getting started. You will receive a printed copy of our Educators Course Guide and this Student Handbook along with other course resources, so you are able to refer back to this information when you need to.



## This Student Handbook has formal information to help you:

- understand First Door's obligations to our students
- understand your rights and responsibilities as a student
- to know how we support you, from start to finish
- access our student policies for full information

## Educators Course Guide for practical course information:

- The First Door difference
- Government subsidised training options
- Course entry requirements and training plan options
- Workplace related assessment
- Your personal mentor
- Course information and course outcomes
- Course structure – with list of units
- Career pathways and how to enrol



**If you have questions or need support, please contact our team or your mentor**

**Phone: 07 3204 4336 or Email: [flourish@firstdoor.com.au](mailto:flourish@firstdoor.com.au)**



# Early Childhood student enrolment process

A guide to the 7 steps involved:

- 1 Complete all sections of the enrolment form**  
 Please also provide the required ID and brief details of your prior learning, relevant experience and skills on your enrolment form.
- 2 Receive welcome email and start your online foundation course**  
 This course provides info about being a First Door student and supports you to be a *child-focused educator*.
- 3 Complete required forms and processes with Skye our Student coordinator**  
 Check for emails from [skye@firstdoor.com.au](mailto:skye@firstdoor.com.au) as there's a few processes involved to get you set up as a student!
- 4 Book your welcome meeting with your personal mentor**  
 Your welcome meeting is either in person or by Zoom. This meeting is to meet each other, and we share information using your laptop/computer.
- 5 Finalise your personalised training plan to suit you, and receive your course information folder**  
 Your course information folder is full of printed resources to refer to as you start and complete your course.
- 6 Fee payment arrangements are made**  
 If fees are required, we arrange an easy pay monthly direct payment system from your provided card/account details.
- 7 Start your first unit!**  
 You will be provided with online resources to get started in your first unit. Your personal mentor will be in touch to support you from the beginning to the end of your course.



**first  
door**

Early Childhood  
Professional Learning

# About us

## Our people



The First Door team are qualified and well experienced within the Early Childhood profession, both as educators and leaders. It's our aim to be part of creating joyful early childhoods, where children flourish and build strong foundations for success in life.

First Door's priority is to develop dedicated, passionate, knowledgeable and highly skilled educators and leaders. Together we positively influence future generations, by providing children with the exceptional quality early childhood education and care they deserve.

### Company Director: Andrea Isitt

Andrea established First Door in 2012, following several years of working as an Early Childhood educator and leader in North Brisbane. Her energy and commitment to setting up a training organisation for Early Childhood professional learning was fuelled by her passion to empower educators, and to achieve the best outcomes for each child in early childhood.

Andrea's career in Early Childhood began in 1991, as the founder and Director of the franchised Company 'The Learning Years Ltd' that promoted parents as first teachers. She has extensive experience in training and developing people, teams and businesses, with a focus on shared vision, collaboration and growth.



## Our Mission Statement: *'Partnering together to see each child flourish'*

### Purpose – why we are here

We are dedicated to seeing each child flourish, and to achieve this we support the professional growth in educators, leaders and teams in Early Childhood services. First Door partners with Early Childhood teams towards continuous improvement to exceed or excel in the National Quality Standards.

### Identity – who we are

First Door's passionate team leads by example and maintains professional integrity. We form connections within the industry to stay abreast of current issues to be addressed with innovation in Early Childhood professional learning.

### What we do

First Door partners with Early Childhood professionals, providing a network for sharing best practices, inspiration, strategies and effective processes. We 'fertilise' knowledge and skill sets, so that Educators and Leaders can be their best professionally to make a positive difference to children and their families lives.

To achieve this, we:

- promote the need for ongoing learning within the Early Childhood profession, and provide professional learning that is relevant, supportive, engaging and practical.
- provide qualified educators and leaders within Early Childhood that have a deep understanding of the value of their role, and the skills required to meet the National Quality Framework.
- enable focused students by providing support and structure in their learning with mentoring and with timely and constructive assessment processes.



# First Door code of practice

First Door Training and Development Pty. Ltd. (First Door) is committed to providing high quality training, resources, mentoring and assessment to all students as a Registered Training Organisation. First Door operates in accordance with our policies and procedures; and, towards our vision to partner with Early Childhood educators, leaders and teams in their professional learning 'to see each *child flourish*'.

## Privacy, access and equity standards

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### The Company First Door and its personnel will:

1. Ensure the establishment of non-discriminatory student selection procedures which encourage fair access.
2. Ensure enrolment enquires can be made by phone, email or post.
3. Act to ensure students are treated fairly and without discrimination.
4. Endeavour to be sensitive to the diverse backgrounds and needs of all of our students.
5. Endeavour to ensure that no student is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate individual learner's needs.
6. Respect the privacy and confidentiality of clients and client information.

**Related policies:** *Access and Equity, Privacy, Complaints, Student Assessment Process, Student Engagement & Course Progress, Student Support Services, Enrolment Process.*

## Education standards

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### The Company First Door and its personnel act to:

1. Provide clients with clear and accurate information about the products and services we offer. First Door provides onboarding information to enrolling students. This includes, but is not limited to the information contained in the *Student handbook* and *Course guide* such as: First Door code of practice, enrolment procedures and criteria, full course fee information and refund policy, training plan with course unit information and assessment procedures, application for RPL, grievance, complaints and appeal processes, student support services.
2. Develop and deliver high quality training and resources, and provide meaningful assessment with constructive feedback.
3. Provide safe and comfortable learning environments conducive to the success of clients and First Door staff.
4. Recognise the AQF qualifications and statements of attainment issued by other Registered Training Organisations, as outlined in our Recognition of AQF Qualifications and Statements of Attainment Policy.
5. Make Recognition of Prior Learning (RPL) available as an assessment option to our clients.
6. Continually review and evaluate our systems, products and services to ensure they are of a high standard.
7. Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
8. Determine the most effective sequence in which the learning outcomes and performance criteria are assessed. First Door also determines the mode of delivery according to the effectiveness and relative efficiency of the mode to achieving the learning outcomes and to meeting individual student's needs.

**Relevant policies and procedures:** *Recognition of Prior Learning, Recognition of AQF Qualifications and Statements of Attainment, Quality Training and Assessment, Training Resources Risk Management, Continuous Improvement, Student Assessments, Student Information, Student Engagement.*

# Ethical and professional standards

## The Company First Door and its personnel act to:

1. Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
2. Use trainers and assessors with relevant subject matter expertise, appropriate skills and qualifications in training, mentoring and assessment. All First Door trainers and assessors meet the requirements of the Australian Skills Quality Authority (ASQA) and the Vocational Educational and Training (VET) system in Queensland.
3. First Door marketing and training resources are prepared and presented with integrity, accuracy and professionalism. First Door strives to ensure that resources are current and relevant to the current needs of the industry.
4. Safeguard and protect all fees paid in advance, and act according to the refunds policy.
5. Provide fair and equitable processes through which clients can make complaints or appeal assessment decisions.
6. Engage in professionally responsible and ethical assessment practice in accordance with the competency based training. As such, student performance must be to the standard specified and criterion referenced. A variety of assessment methods will be used to demonstrate the student's competency.
7. Achieve validation of assessment tools through moderation of assessment processes. First Door establishes and reviews evidence required for a judgement of competency.
8. Ensure effective record keeping of student information and assessment as required by the ASQA.
9. Implement continuous improvement practices to all aspects of our operations.

*Refer policies: Advertising and Marketing, Competent First Door Staff, Fee Protection and Refunds, Complaints, Appeals Procedure and Complaints Procedure, Quality Training and Assessment, Record Keeping, Continuous Improvement, Ongoing Development and Monitoring.*

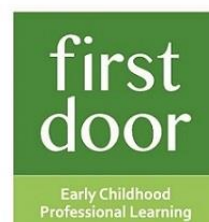
## Sanctions

First Door will honour all standards outlined in this Code of Practice. We understand that if we do not meet the obligation of this Code of Practice or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

## Further reference

Full information on *First Door Policies and Procedures* and those referenced in the Code of Practice can be viewed on the First Door website [firstdoor.com.au](http://firstdoor.com.au) or can be requested by email. For more information on any of the provisions in our Code of Practice, please contact administration at First Door.

For information is available through the website of Australian Skills Quality Authority (ASQA) at [www.asqa.gov.au](http://www.asqa.gov.au) about First Door's obligations to the learner, including our responsibility for the quality of the training and assessment in compliance with the *Standards for Registered Training Organisations (RTOs) 2015*.



# Student related policies

To help you find relevant information, we've grouped our student-related policies into four sections:

1. **Access to information** – page 8
2. **Your rights as a student** – page 14
3. **Shared responsibilities** – page 17
4. **Our support for your success** – page 22

## 1. Access to information

### Student Information Policy



First Door will provide the required student information to potential students before their enrolment into a course. Further course information is provided in our personal welcome meetings during the student's onboarding process.

Students are provided with the required and current information needed for each stage of studying with First Door, from enrolment to course completion. Relevant student information is presented in various ways to suit individual learning needs, such as: written, verbal and visual.

This will include:

- student enrolment and induction/onboarding procedures
- course information, including content and vocational outcomes
- fees and charges, including refund policy, issuance of replacement qualification certificates and exemptions
- provision for language, literacy and numeracy assistance
- student support and guidance services
- flexible learning and assessment procedures
- appeals and complaints procedures
- staff responsibilities for access and equity
- assessment and recognition of Prior Learning (RPL) arrangements
- recognition of AQF qualifications and statements of attainment issued by other RTOs.

This listed information, and further information, is found in our course guide, student handbook and student enrolment resources.

Students will have access to their progress towards and achievement of unit competencies. Access to their current and personal student records is provided within our student management system, Wisenet.

As part of our continuous improvement, any of this information will be updated over time. Students are able to access current information, and are provided with this updated information if it is relevant to them and/or if it impacts them directly.

Students are also able to request any of this information by phone or by emailing [admin@firstdoor.com.au](mailto:admin@firstdoor.com.au)

### National Unique Student Identifier



All new enrolling students must provide First Door with their USI details. If a student does not have a USI then they receive the information to obtain their verified USI, as part of the enrolment process.

If required, an enrolling student is able to request First Door to create a USI on behalf of the student. These students are required to provide First Door with the USI application form and necessary identification.



## Enrolment Policy



To enrol in a course with First Door, potential students are required to be an Australian citizen or permanent resident. First Door does not have CRICOS registration to cater for students on study visas.

First Door provides clear information on the qualifications / courses that we offer. This includes the training and learning outcomes; any required skills or knowledge as well as any additional training pathways.

Our enrolment process requires potential students to complete an enrolment form to provide accurate and relevant information to ensure we provide training to suit their needs. All information collected is kept confidential and is subject to our Privacy Policy.

Before and during course enrolment, prospective students are provided with our student handbook and course guide. We welcome questions relating to the student handbook, course guide and training /assessment requirements to ensure all learners are aware of the information and feel supported throughout the enrolment process. This enrolment process helps First Door to establish that our students have the existing skills, knowledge and experience required to successfully undertake the course.

## Course Information

Specific course information is provided on our website for all of courses we currently offer. We also provide prospective students with a pdf version and/or a printed version of our course guide. We provide opportunities for enrolling students to discuss and clarify any questions they may have regarding this course information.

## Government Funding

First Door is approved to provide Government funded training for Cert III and Diploma of Early Education & Care for eligible prospective students via:

1. Fee – Free Training for Year 12 school leavers (QS101320 VET Investment Programs Funding)
2. Certificate III Guarantee (QS101320 VET Investment Programs Funding)
3. Higher Level Skills (QS101320 VET Investment Programs Funding); and
4. Apprenticeship and Traineeship (PS101125 User Choice Funding)

## Pre-Enrolment: Student procedures

Prospective students are required to complete the First Door enrolment form and relevant application forms to determine funding eligibility prior to commencing training and assessment. Information required to be collected to determine eligibility includes:

1. Signed HLS or C3G application form with declaration (on application form) that the applicant does not hold and are not currently enrolled in an equal or higher-level qualification
2. Advice of any previous surname/s
3. Evidence of residency and age, e.g. QLD Drivers licence, Medicare card
4. Evidence of age (if does not hold Drivers licence), if required for Government subsidised training, e.g. Birth certificate or passport
5. Confirmation of highest achieved qualification details
6. Confirmation of any Nationally Recognised Training courses from Certificate 3 level that the applicant has previously enrolled in
7. Evidence of withdrawal from any courses the student is currently enrolled in (or attached completed Student Withdrawal Application Form)
8. Concession eligibility evidence, e.g. current Healthcare card

## Student Fees



Fees fall under two broad categories, fee for service or funded training.

**Fee for Service** means that the fee charges are set by First Door. We endeavor to offer reasonable and market appropriate fee prices and value-added courses to our clients, while ensuring the costs of providing quality training and maintaining compliance with regulatory bodies is covered.

**Subsidised training** means training that is subsidised by the Queensland Government DESBT, as a result of First Door being a Skills Assure Supplier. Subsidised training fees must be compliant with the relevant contract policy. Students are required to pay student contribution fees instead of full course fees.

A summary of this information and eligibility for subsidised training and concessional fees is provided on our website under Career qualifications, pages: 'Government funding' and 'Course Fees and Policies'. Links are provided for subsidised training application forms, and for Skills Assure Supplier contract full information.

## Fee schedule

<b>Certificate III in Early Childhood Education and Care: fee options</b>	<b>Payable by invoice on Enrolment</b>	<b>Monthly Direct Debit Payment</b>	<b>No. of monthly payments</b>	<b>Total Course Cost</b>
<i>Certificate III in Early Childhood Education and Care</i> Fee free for Year 12 graduates - Govt funded	\$0	-	-	\$0 course cost
<i>CHC30113 [Superseded course]</i> <i>Certificate III in Early Childhood Education and Care</i> Certificate 3 Guarantee – Concessional subsidised	Enrolment: \$0 1 <sup>st</sup> unit: \$10	\$10	17	\$180 course cost: 18 units at \$10 per unit
<i>CHC30113 [Superseded course]</i> <i>Certificate III in Early Childhood Education and Care</i> Certificate 3 Guarantee: Non-concessional subsidised	Enrolment: \$0 1 <sup>st</sup> unit: \$25	\$25	17	\$450 course cost: 18 units at \$25 per unit
<i>CHC30113 [Superseded course]</i> <i>Certificate III in Early Childhood Education and Care</i> Full fee paying x18 units	Enrolment: \$175 + 1 <sup>st</sup> unit: \$230	\$230	16	\$4,085 course cost: 17 units at \$230 per unit + HLTAID004 unit fee
<i>CHC30121 [New/current course]</i> <i>Certificate III in Early Childhood Education and Care</i> Full fee paying x17 units	Enrolment: \$175 + 1 <sup>st</sup> unit: \$230	\$230	15	\$3,625 course cost: 15 units at \$230 per unit + HLTAID012 unit fee

<b>Diploma of Early Childhood Education and Care: fee options</b>	<b>Payable by invoice on Enrolment</b>	<b>Monthly Direct Debit Payment</b>	<b>No. of monthly payments</b>	<b>Total Course Cost</b>
<i>CHC50113 [Superseded course]</i> <i>Diploma of Early Childhood Education and Care</i> Higher Level Skills: Concessional subsidised	Enrolment: \$0 1 <sup>st</sup> unit: \$10	\$10	27	\$280 total course cost: 28 units at \$10 per unit
<i>CHC50113 [Superseded course]</i> <i>Diploma of Early Childhood Education and Care</i> Higher Level Skills: Non-concessional subsidised	Enrolment: \$0 1 <sup>st</sup> unit: \$25	\$25	27	\$700 total course cost: 28 units at \$25 per unit
<i>CHC50113 [Superseded course]</i> <i>Diploma of Early Childhood Education and Care</i> Full fee paying x27 units	Enrolment: \$175 + 1 <sup>st</sup> unit: \$230	\$230	26	\$6,405 total course cost: 27 units at \$230 per unit + HLTAID004 unit fee
<i>CHC50121 [New/current Diploma course]</i> <i>Diploma of Early Childhood Education and Care</i> Full fee paying x15 units	Enrolment: \$175 + 1 <sup>st</sup> unit: \$230	\$230	14	\$3,625 total course cost: 15 units at \$230 per unit

<b>Apprenticeship Government subsidised <i>Diploma of Early Childhood Education and Care</i></b>	<b>Payable by invoice on Enrolment</b>	<b>Monthly Direct Debit Payment</b>	<b>No. of monthly payments</b>	<b>Total Course Cost</b>
<i>Diploma of Early Childhood Education and Care</i> Free for Under 25s training as an apprentice	\$0	-	-	\$0 course cost
<i>CHC50113 [Superseded course]</i> <i>Diploma of Early Childhood Education and Care</i> Apprenticeship student	Enrolment: \$0 1 <sup>st</sup> unit: \$112	\$112	27	\$3,136 course cost: 28 units at \$112 per unit

<b>Traineeship Government subsidised <i>Certificate III in Early Childhood Education and Care</i></b>	<b>Payable by invoice on Enrolment</b>	<b>Monthly Direct Debit Payment</b>	<b>No. of monthly payments</b>	<b>Total Course Cost</b>
<i>CHC30113 [Superseded course]</i> <i>Certificate III in Early Childhood Education and Care</i> Traineeship student: school student AND Free for Under 25s traineeship	\$0	-	-	\$0 course cost
<i>CHC30113 [Superseded course]</i> <i>Certificate III in Early Childhood Education and Care</i> Traineeship student over 25 years of age	Enrolment: \$0 1 <sup>st</sup> unit: \$83	\$83	17	\$1,494 course cost: 18 units at \$83 per unit

### Fee Schedule Note:

1. If a student changes the way they complete assessment for any of the units in their course, then their payment plan is subject to being adjusted accordingly. For example, if the student later decides to use RPL assessment or Credit Transfer units.
2. If a student is progressing through their course faster than one unit per month, then an additional invoice will be emailed to them for payment, and/or the regular monthly payments will be adjusted to align with their accelerated pace of course completion.

Full and current fee information is available on our website [firstdoor.com.au](http://firstdoor.com.au)

## Student Prepaid Fee Protection

'Prepaid fees', sometimes referred to as 'fees collected in advance', relate to the fees First Door collects before the relevant services have been provided. These include payments made at any time before, during or after the student enrolls with First Door.

First Door complies with Standard 7, Clause 7.3 'Protect prepaid fees by learners' from the *Standards for Registered Training Organisations 2015*. To comply with this clause, First Door will not:

- accept more than \$1000 prior to the commencement of a qualification; or
- collect more than \$1500 in advance from a learner, following commencement of enrolment

Students that are eligible for subsidised training may pay their course Co-contribution fees in full, providing their course fees do not exceed the pre-paid maximum. Students can pay by Debit/Credit Card or by Internet banking payment.

## Other fees and charges

There are no additional fees or interest charged for students using the monthly payment plan. Incidental fees and charges are listed below.

### Enrolment fee \$175 (non-refundable)

The enrolment fee is charged to all enrolling students, excluding Government funded students, Apprentice and Traineeship students.

### Recognition of Prior Learning (RPL) \$185 per unit

Please be advised that each RPL unit requires thorough assessment processes, and may require a combination of: completion of a self-assessment, evidence collection, qualified workplace supervisor third party report and workplace observation.

### Issuing Replacement Certificates \$35 per certificate

First Door will issue replacement certificates subject to a written request, stating previous enrolled name and address and current name and address and the reason for the replacement. The replacement certificate fee covers the cost of postage and handling.

### Work Placement fee \$95

For enrolling students that are not currently employed in Early Childhood, the work placement fee covers:

- contribution for WorkCover insurance
- work placement handbook, overview and work placement meeting/agreement to be completed
- the blue card student application under First Door

## Fee charging and payment

First Door provides students with a 'pay as you study' monthly payment plan, using an automatic payment system linked to your nominated debit or credit card. This allows students to pay course fees over the agreed time frame. This is generally based on completing one unit per month.

A training plan with course end date and the Student Fees Agreement are developed for each student so that they understand their financial obligations to First Door, and are able to budget accordingly when enrolling into course qualifications. Students will be issued an invoice detailing the full fees associated with their course enrolment.

During the enrolment process, a personalised Student Fees Agreement and monthly fee payment schedule is established for each student, based on the student's training plan. For example, if a student expects to complete their course in 12 months, then the unit fees are spread over 12 months.



**The Fee Payment Agreement form is signed by the student** over 18 years of age, or by their parent/guardian if the student is under 18 years of age. **This signature acknowledges they have read and accept the Payment Plan terms and conditions, including the following:**

- My nominated Credit/Debit account will be direct debited once per month, on the date I have selected, and for the amount detailed in my payment schedule.
- This payment will continue for the number of nominated months as listed, unless I choose to pay the course fees in full.
- A late fee of \$15 will be invoiced to me for payment, two weeks after due date, after four failed payments occur.
- If an error has been made in the payment of my Direct Debit to First Door, I am entitled to a full and immediate refund of the amount paid in error from my Credit/Debit Card.
- I understand that if I change the way I complete assessment for any of the units in my course, then my payment plan may need to be adjusted accordingly. For example, if I later decide to use RPL assessment or Credit Transfer units.
- If I am progressing through my course faster than one unit per month, then an additional invoice will be emailed to me for payment, and/or the regular monthly payments will be adjusted to align with my accelerated pace of course completion.
- Any remaining fees due must be paid in full at course completion, or prior to my course completion, and before my qualification is issued to me.
- I can cancel my Direct Debit at any time, (in agreement with terms and conditions below) by contacting Accounts at First Door at either e: [accounts@firstdoor.com.au](mailto:accounts@firstdoor.com.au) or p: (07) 3204 4336.
- I must provide First Door at least seven (7) working days' notice prior to my next payment due date in the following circumstances;
  - Stopping a payment
  - Deferring a payment
  - Altering the Direct Debit nominated account details
  - Cancelling the Direct Debit arrangement completely, e.g. if I withdraw from the course
- If I cancel, stop or defer this Direct Debit arrangement and I am continuing to study with First Door, then an alternative arrangement will be required to finalise the remainder of my course fees.

The student's payment plan is to be maintained as per their signed agreement to avoid any default of course fees. Inability to communicate with First Door and make suitable arrangements to maintain course fee payments may result in cancellation of the student's enrolment.

## Fee payment by third party

The student's fees may be paid on the student's behalf by an employer or by a person unrelated to First Door. Student fees cannot be paid or waived by First Door, either with fee for service or subsidised training. If a person or an organisation is paying the fees on behalf of the student, they are required to complete a fee payment agreement form.

## Fee collection procedure

If a direct debit payment fails to process, the student will receive an automated email to their nominated email address, notifying of the payment failure with steps on how to rectify the payment failure.

Our system will automatically retry to process the payment for four attempts (within 14 days). If still unsuccessful a late fee of \$15 is emailed to the student for payment. First Door administration will contact the student to arrange payment and/or update correct payment details.

## Pausing or cancelling monthly fee payments

Students are required to maintain their fee payment schedule, as per their signed agreement. To change this agreement, the student must:

- provide seven days' notice in writing, by emailing: [accounts@firstdoor.com.au](mailto:accounts@firstdoor.com.au) with a request to change their payment details
- establish an alternative arrangement that has been agreed by First Door.

If the student has paid fees in advance totaling \$1,500, then the student's fee payment plan will be temporarily paused for the mutually agreed period.

## Fee Refunds

The student will receive a full refund of unit fees paid in advance and prior to commencement of training, for three reasons:

1. If *First Door* has to cancel the training and assessment, because either:
  - a course qualification or unit is cancelled by *First Door*
  - *First Door* is unable to provide training and assessment in the course
2. When a *student* provides at least two weeks' notice to cancel prior to their first unit start date, they will receive a full refund of any unit fees paid in advance. The enrolment fee paid by the student for the enrolment process and access to resources is non-refundable.
3. As required under the User Choice Program and Queensland VET Investment Program policies, any prepaid student contribution fees are fully refunded for training delivery that has not commenced at the time of cancellation of enrolment. This applies for student's that receive Queensland Government subsidised training and pay student contribution fees.

**Note:** When a student withdraws from their course enrolment or cancels a training contract with *First Door*, the student must complete a course withdrawal form and a refund request form before they are eligible for a refund.

### Compassionate partial refund

Compassionate partial refunds are considered when a fee-paying student withdraws for reasons of personal circumstances that are beyond their control, for example, the loss of a loved one, or an injury/illness resulting in inability to perform job role.

The compassionate refund request must be made in writing by the student and set out the reasons for the request. Eligibility for a partial refund will be assessed based on the services provided to the student and the costs incurred by *First Door* to provide those services to the student. Each case is handled individually and all decisions made are at the sole discretion of the Company Director.

### No refund provided

There is no refund provided on prepaid course unit fees, if:

1. the student withdraws from the course on or after the agreed start date.
2. *First Door* is required to cancel the student's enrolment due to misconduct in student standards, as detailed in Policy 33. *Student assessment process*, or if the student breaches the eLearning agreement of use and online conditions.
3. the student does not commence or submit work within the agreed course timeframe, and/or they do not reply to contact from *First Door*, then they will have their enrolment terminated without fee refund. Note: *First Door* will ensure we have followed student support processes to assist the student in completing the course before terminating the course enrolment. Students are able to request a course extension in writing if they have a valid reason, and this request needs to be approved by the Director of *First Door*.

## Financial hardship

Students enrolling with *First Door* may apply for special consideration with regard to their fees if they are experiencing financial hardship. For students on a funded Traineeship or Apprenticeship the financial hardship guidelines in the current User Choice Policy must be applied.

Financial hardship is defined by *First Door* as follows: *Where a student is unable to meet their financial obligations because of illness, unemployment or other reasonable cause.*

Any student who needs to apply for an amendment to their fees or payment schedule due to financial hardship will be required to complete a Financial Hardship Form. This form is to be completed prior to enrolment with *First Door*, or in the event of unforeseen circumstances, during enrolment.

Students experiencing financial hardship are to complete an application including the reason(s) behind their hardship. This may include, but is not limited to:

- receipt of pension / government support
- single carer status and dependents living with you
- unexpected medical or other health issues, especially if likely to be prolonged
- young person (under 25) living independently (with no parental support)
- long term unemployment
- recent loss of job, and enrolment at *First Door* for purposes of retraining
- reduction in income resulting in debt servicing difficulties

Each case is treated individually and all decisions made are at the sole discretion of the Company Director. Funded Apprenticeship and Traineeship Financial Hardship applications are also determined within the constraints of the current User Choice Policy. The Company Director may also devise payment plans for learners experiencing financial hardship. It is expected that learners will agree to and adhere to the payment plans provided to them.

## 2. Your rights as a student

### Access and Equity Policy

First Door is committed to access and equity in the provision of training and related services and accordingly to improving people's chances of getting into and succeeding in vocational education, training and employment. As an RTO, First Door accepts the challenge of ensuring that training and related opportunities extend to all members of our diverse community.

First Door personnel are aware and committed to the principles of access and equity. Access and equity issues are addressed during staff induction and during staff meetings and professional development activities. Access and equity is addressed within the First Door's Code of Practice. The Code of Practices is openly communicated to all training participants and training and assessment staff.

First Door endeavours to eliminate, so far as is possible, discrimination against persons on the ground of gender; marital status or pregnancy; family responsibility or family status; race; religious or political conviction; impairment; age; sexual harassment and racial harassment in the workplace and / or in its training facilities.

First Door promotes recognition and acceptance within the community of the equality of men and women; and all races and of all persons regardless of their religious or political convictions or their impairments or ages.

### Confidentiality and Privacy Policy

Information about a student, except as required by law, or as required under the Standards for Registered Training Organisations, is not disclosed without the student's written permission and that of their parent or guardian if the student is under 18 years of age. Where a student consents to disclosure of information, this consent is kept on the register.

Students have access to their personal records when requested.

People external to First Door who act on its behalf, e.g. on complaints committees or technical experts in internal audits, are made aware of these procedures before they begin work for First Door.

First Door Training and Development Pty Ltd is committed to providing each student with the best possible customer service experience. First Door Training and Development Pty Ltd is bound by the Privacy Act 1988 (Crh), which sets out a number of principles concerning the privacy of individuals.

#### Collection of your personal information

There are many aspects of the website which can be viewed without providing personal information, however, for access to future *First Door Training and Development Pty Ltd* customer support features students are required to submit personally identifiable information. This may include but not limited to a unique username and password, or provide sensitive information in the recovery of your lost password.

#### Sharing of student personal information

We may occasionally hire other companies to provide services on our behalf, including but not limited to handling customer support enquiries, processing transactions or customer freight shipping. Those companies will be permitted to obtain only the personal information they need to deliver the service. *First Door Training and Development Pty Ltd* takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

#### Use of student personal information

For each visitor to reach the site, we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalized content to you while you are at this Site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will use for these new purposes only, data collected from the time of the policy change forward will adhere to our updated practices.

#### Changes to this privacy policy

*First Door Training and Development Pty Ltd* reserves the right to make amendments to this Privacy Policy at any time. If any persons have objections to the Privacy Policy, they should not access or use the Site.

#### Accessing personal information

A person has a right to access their personal information, subject to exceptions allowed by law. People are advised to contact us if they wish to access their information. The request may be required in writing for security reasons. *First Door Training and Development Pty Ltd* reserves the right to charge a fee for searching for, and providing access to, personal information on a per request basis.



## Complaints and Appeals Policy

Complaints arise when a customer is not satisfied with an aspect of our services and requests action to be taken to resolve the matter. Appeals arise when a student is not satisfied with a decision that we have made on their assessment work.

Any complaint or appeal must be considered in a transparent, objective and unbiased manner. The process incorporates the principles of natural justice and procedural fairness.

Any person wishing to make a complaint against First Door concerning its conduct as an RTO, whether a complaint, appeal or other matter, shall have access to the complaints/appeal flow. All formal complaints will be heard and decided within fifteen working days of the receipt of the written complaint by First Door. A 'Register of Complaints' which documents all formal complaints and their resolution will be kept. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

### Complaints or Appeals Procedure

#### Informal Complaints

The student should first discuss their concerns with their Student Mentor, or other First Door staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions no action is required.

The Student Mentor will make a note of the person's concern on the student logbook in WiseNet, so the feedback is kept and reviewed. Where a person is dissatisfied with the outcome of the informal complaint, they may then complain to First Door's Director, who will make a decision and record the outcome of the complaint.

#### Formal Complaints and Appeals

First Door will provide the complainant with access to an independent qualified assessor or panel who will:

- provide the complainant with the complaints/appeals form and instruct to complete details of their issue
- the complaint and its outcome shall be recorded in writing
- on receipt of a formal complaint First Door Director shall convene an independent panel to hear the complaint; this shall be the 'complaint committee'
- the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
  - First Door
  - an independent person
- review their competency report / assessment / evaluation
- interview the complainant – the complainant will be allowed advocacy rights and will be provided with an opportunity to formally put their case
- the complaint committee will make a decision on the complaint
- where appropriate, provide the complainant with an opportunity for re-assessment
- provide a written statement, including reasons for the decision, to the complainant within five working days of making its decision
- the formal complaint/appeal and subsequent outcomes will be recorded in detail and maintained on file by the RTO
- if necessary, the circumstances and information surrounding the issue is investigated to the level warranted by its severity

The root cause of the complaint/appeal will be included in the continuous improvement cycle of the relevant standard/s.

#### Unsettled Complaints or Appeals

If the issue is not satisfactorily settled the client should be advised of the formal Complaints and Appeals Procedure.

If we are unable to resolve the issue, and you ask us to, we will have an appropriate independent third party provide a review at no cost to you. The independent third party will be an organisation, body or person identified and agreed to by all parties at the time.

#### Confidentiality

Confidentiality is maintained and anonymity preserved where requested. Complainants/appellants are informed where this may limit the extent to which their complaint/appeal can be investigated.

#### Records

All complaints and appeals are documented in writing and recorded on the Complaints and Appeals register.

## Monitoring and Improvements

All complaints and appeals are used for continuous improvement processes. Follow-up actions may include:

- Ask for feedback from the client to determine whether they were satisfied with the way the complaint or appeal was handled
- Change the practice that led to the complaint/appeal and at a later date review the improvement to see that it is working
- Review records of complaints and appeals to see whether there are specific issues (or staff or services) that are being targeted, and whether the complaints and appeals are being resolved in a timely matter

## Recognition of Qualifications Policy

First Door recognises the Australian Qualifications Framework Qualifications and Statements of Attainment issued by other Nationally Recognised Training Organisations. This ensures the mutual acceptance throughout Australia of AQF Qualifications and Statements of Attainment.

First Door will seek verification of the certification from the relevant RTO where there is some ambiguity.

Upon enrolment, the Trainer shall make students aware that any existing AQF qualifications or statements of attainment they possess will be recognised by First Door. If a student presents an AQF qualification or statement to the Trainer, the Trainer will take a copy and verify the authenticity of the qualification or statement. The verified copy of the qualification or statement is placed in the student's file. Once the qualification or statement is verified, the Trainer will give the student exemption for the units of competency or modules identified in the qualification or statement and update the student's records accordingly.

### USI Registry access

Upon enrolment, students provide First Door with three months access to their official student records on the USI Registry. This access enables First Door to verify any previous completed Nationally Recognised Training courses, and any relevant completed units of competency. Having access to this information through the USI Registry meets verification requirements for our credit transfer process.

## Recognition of Prior Learning Policy

All students shall have access to information about Recognition of Prior Learning (RPL). Evidence of RPL can be provided through informal education, life and workplace experience and voluntary roles.

Upon enrolment First Door shall make students aware of First Door's RPL policy. Trainers will remind students of this policy and provide opportunities to engage in the RPL process.

When approached by a student seeking RPL, First Door will:

- provide the student with First Door's information on our 7 steps in RPL assessment process
- provide the student with an RPL meeting and application Form
- provide the student with an RPL assessment tool for each unit, with information about the types of evidence that can be provided to support the requested RPL assessment
- make a prompt decision and notify students of the outcome of the RPL process
- update the student's records if RPL is granted

In developing the assessment for RPL for each qualification, First Door will ensure:

- compliance with the assessment guidelines from the relevant Training Package or accredited course
- assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- assessment complies with the principles of competency-based assessment (i.e. assessment is valid, reliable, flexible and fair) and informs the student of the context and purpose of the assessment
- the rules of evidence (valid, sufficient, current and authentic) guide the collection of evidence to support the principles of validity and reliability.
- there is a focus on the recognition of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- timely and appropriate feedback is given to students
- assessment complies with First Door's access and equity policy

### 3. Shared responsibilities for progress

When you become a First Door student, we become partners in an agreement that is designed for your course progress and professional development. It's about knowing our responsibilities and being committed to work together to fulfil these, both as a student and as a training organisation.

#### Assessment Process Policy



#### Student Standards

These standards apply to all enrolled First Door students. The student standards for assessment include, but are not restricted to, the following:

- Assessment work is to be completed to an appropriate professional level to the student's job role/qualification. For example, the student's assessment work should be proof read using spelling and grammar check and required corrections made before submission to First Door
- Students must not copy work or breach plagiarism standards. The student declaration section of each assessment workbook is required to be completed by the student with their signature, name and date signed. The student declares in this declaration that "my work contained in this assessment workbook is not copied from any source and is my own work."
- Use of appropriate, courteous and respectful language and communication, to all stakeholders involved in their training and assessment.

Consequences for breaching these standards may result in the student's enrolment being terminated. Any person who has had their enrolment suspended or terminated has the right of appeal through First Door's appeals process.

#### Structured training plan assessment process

The structured training plan provides students with a timetable to work through a course unit each month, excluding one month per year (usually December). The structured plan is designed to support students to stay focused and motivated, with agreed due dates to submit their assessment work.

To suit the individual needs of some learners, training plans can be established for each unit to be completed on six-weekly cycle.

The following is a timeframe guide of our standard monthly assessment process:

##### Week 1: Current unit due date and new unit start date

- One week prior to the next unit start date, students receive an email to remind them of their current assessment due date and new unit commencement date, based on their training plan.
- Students are given access to their next unit's online resources the business day before the unit start date. These resources include the new assessment workbook to be completed.
- The start date for each unit is listed on the student's training plan and is either the 1<sup>st</sup> or the 15<sup>th</sup> of each month (unless otherwise arranged).

##### Week 2: Preparation

- The student continues using the provided online resources and completing assessment tasks, in preparation for their mentoring meeting.
- The student's mentor will contact the student to check progress and arrange the mentoring meeting for week 3.

##### Week 3: Mentoring meeting

- The student is to complete the mentoring meeting with their personal mentor, prior to submitting their assessment workbook.
- The student engages in a professional conversation with their mentor about the unit content, and is able to ask questions and seek feedback about their assessment work and practice at this meeting.
- This meeting enables the mentor/assessor to observe the practical skills as listed in the assessment workbook, and/or to discuss the oral questions for knowledge evidence. This mentoring meeting is therefore required as assessment evidence, and for the student to demonstrate competence.

##### Week 4: Assessment workbook due date

- Students are to submit their completed assessment workbook and portfolio evidence by email to [assessment@firstdoor.com.au](mailto:assessment@firstdoor.com.au) by 4pm on due date. Due date is shown on the student's training plan and is either on the 1<sup>st</sup> or 15<sup>th</sup> of each month (unless otherwise arranged).
- If a student requires an extension of the due date this should be requested and approved by the mentor prior to the assessment due date.



## Assessment feedback

In providing assessment feedback to students, First Door uses the Principles of Assessment to ensure the assessment of each student's competence is fair, flexible, valid and reliable.

In addition, First Door ensures:

- timely and appropriate feedback is given to students within two weeks of submission
- assessment complies with First Door's access and equity policy
- all students are able to submit up to two reassessments to provide additional evidence, as required
- students are able to appeal their assessment rating. Please refer to our Complaints policy available in our *Student handbook*.

## Assessment workbook resubmission support meetings

If a student has received feedback from the assessor that their assessment evidence is incomplete, then helpful feedback is provided about the evidence required in highlighted comments next to the assessment task.

The student's mentor arranges a *resubmission support meeting* with the student to support understanding of the assessment task requirements and successful completion.

When appropriate, the mentor may use the *resubmission support meeting* to support flexible assessment and this discussion can be used as evidence of the students' knowledge.

In this way, the student is guided and supported to complete and resubmit their assessment within a suitable timeframe (usually within 7 days).

## Implications of overdue assessments for the student

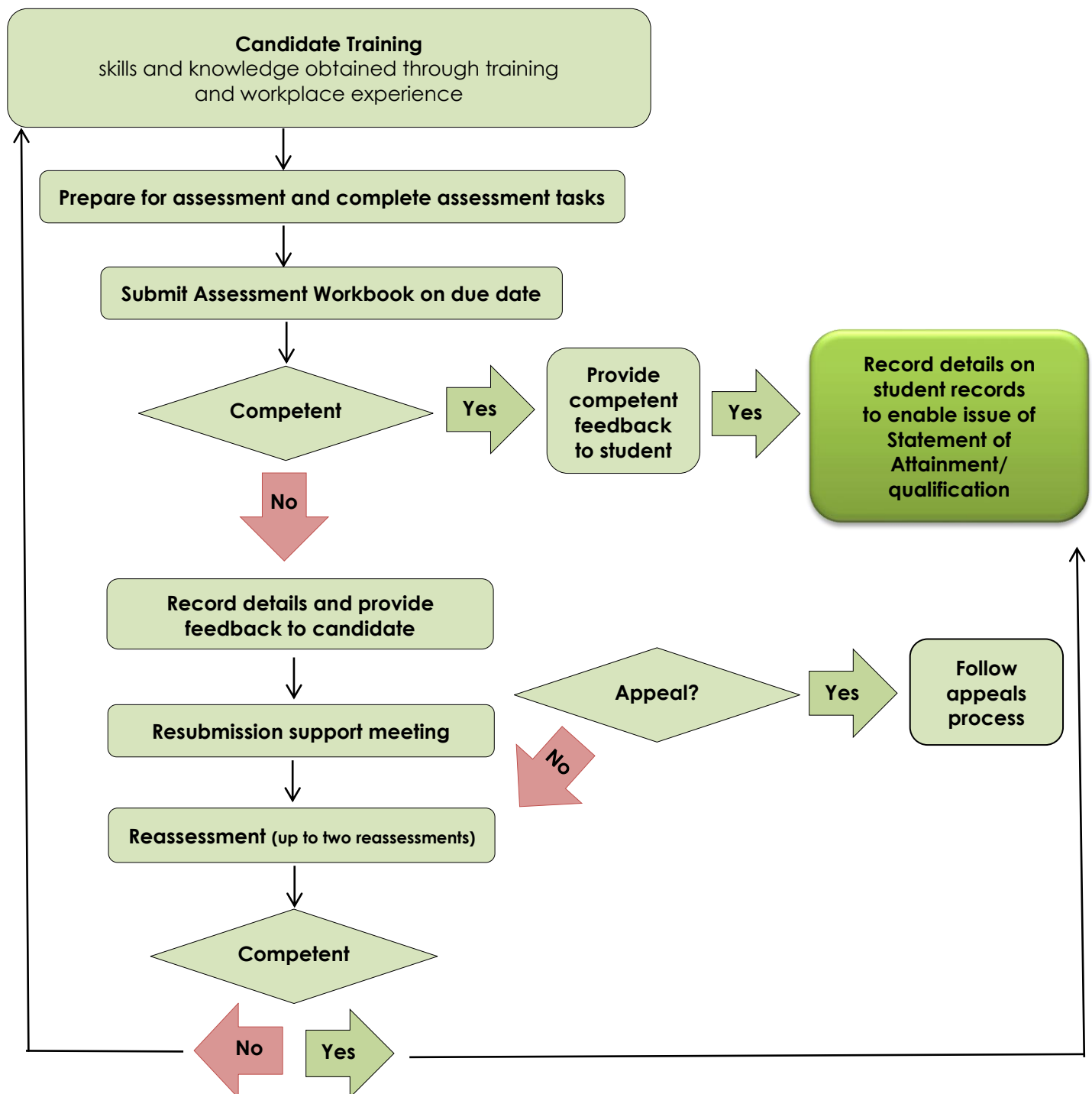
Having two or more overdue assessments can lead to negative consequences for students.

These consequences could include:

- delaying their course progress
- temporary *suspension of training plan\**, and notification to employer
- jeopardising the student's employment as an educator, when the role requires the student to be actively working towards their qualification, and to be making satisfactory progress
- the student becoming inactive and not completing in the agreed course timeframe, resulting in course cancellation
- needing a course extension. The student must have a valid reason, with supporting evidence to submit a course extension request. This request form is to be completed six months prior to the agreed course end date, as detailed on the student's training plan.

**\*Refer to Student Engagement and Course Progress Policy for our support strategies**

## Assessment Process Overview



## Student Engagement & Course Progress Policy

### Commitment to Student Progress

First Door is committed to supporting and encouraging students to make successful progress in their course. To support student's successful completion of each unit in their course, First Door engages in the following four strategies:

#### 1. Accountability to training plan

We encourage students to have accountability for commencing and completing units according to their unit start and due dates, as agreed and detailed in their training plan.

#### 2. Personal mentor

One-on-one mentoring is undertaken for each unit of study, in a manner which suits the student's circumstances. This mentoring meeting also supports effective monitoring of the student's training and assessment progress.

#### 3. Study support

Each student is able to contact their mentor for study support by phone or email, between the agreed business hours on week days. In addition to this, weekly study support sessions by Zoom are available if extra study support is required.

#### 4. Assessment resubmission support meeting

The mentor also supports the student to complete a submitted assessment workbook that has been assessed as 'Incomplete' by having an *Assessment resubmission support meeting* with the student. This meeting is usually by Zoom meeting.

**Please refer to Student Support Services Policy for further information**

### Employer Contribution to Student Learning

First Door provides the student's workplace director/manager access to an online course, 'Employers Guide: for First Door students' to familiarise them with First Door's training and assessment practices, and Apprenticeship/Traineeship responsibilities.

First Door will encourage appropriate training supervisor/s in the workplace for each student as they will form an important part of the on-the-job training, assessment and evaluation processes.

### Employer advice of progress towards qualification

The student's employer is provided with a monthly report of the student's progress, and receives a quarterly transcript of completed units by email from First Door's student coordinator.

The employer is invited to be involved in the *Support and Agreement* meetings with the student and mentor, if applicable.

### Student advice of progress towards qualification

The student is advised by email of the assessment outcome within 14 days of submitting their assessment workbook to First Door.

First Door's student management system, Wisenet is updated with records that the student is competent within 7 days of the successful outcome. Students are able to access a current list of their completed units through using First Door's 'Student records log in' accessed through [www.firstdoor.com.au](http://www.firstdoor.com.au)

Each student receives a transcript of completed units, by email each quarter as an official document of their course progress.

### Overdue assessment support strategies

We recognise that occasionally circumstances may affect a student's ability to complete assessments in the agreed time frame. Students are encouraged to contact their mentor to discuss any issues and concerns resulting in an overdue assessment.

First Door supports the student with four strategies to get back on track, when the student has overdue assessment work for one or more units. These four strategies are:

#### 1. Request for an extension: at least 3 days prior to due date for assessment

The student must request an extension of the due date for their assessment workbook to be submitted, at least three days prior to due date. The written request is to be in an email to their mentor. The student's extension request must include the new date when the assessment workbook will be submitted by.

#### 2. Recording and contact when 10 days over due date

If an assessment workbook is 10 days over due date. The student's records are updated as overdue in the relevant unit, and:

- the mentor emails the student to request contact for a support meeting by Zoom.
- if applicable, the mentor discusses the overdue assessment with the student at their next mentoring meeting, with the aim to support the student to complete the assessment.



### 3. Support & Agreement meeting: 2 units over due date

If a student has two units overdue, a *support and agreement meeting* is held with their mentor (and if relevant the employer) to establish barriers to success and to provide access to resources to help/support the student's success.

An agreement is made with the student for strategies to use to problem solve the barriers to submitting assessment workbooks by due date. Strategies are discussed and agreed on for the student to use, for example to improve their study skills and/or time management. This meeting is to support progress and avoid potential for the student's suspension of the training plan.

The outcomes of this meeting are recorded on the *Support & Agreement meeting* form. This completed form is uploaded to the student's records in WiseNet, for the student and mentor to access and refer to.

### 4. Temporary suspension of training plan: 3 units over due date

If a student has three units outstanding with overdue assessment workbooks, the student is advised that they cannot commence the next unit. The mentor applies a temporary suspension of the student's training plan to enable the student to submit the assessments for the overdue units.

The following actions are taken with temporary suspension:

- Support processes are implemented as required
- The student receives an updated training plan with new unit start and due dates.
- Monthly fee payments are suspended if the student has paid \$1,500 in advance.
- The student's employer is notified.

## Course Extension request

First Door will not be obliged to extend the period of a student's enrolment if the student has not completed the course in the allocated time. However, every effort will be made to keep the student engaged and assist them in completing the course.

Students are notified by email that their course is due to be completed. This email is sent six months prior to the student's course completion date, as listed on their agreed training plan.

### To request a course extension

The student must have a valid reason, with supporting evidence, for their inability to complete training and assessment in accordance with their training plan by the agreed course end date.

Examples of valid reasons to request course extension include:

- Long-term illness/medical reasons
- Bereavement of partner, close friend or in the family
- Academic workload, combined with school or university study
- Significant family/other commitment that was not known at enrolment

The student must complete a *course extension request* form, and provide the relevant supporting evidence. Depending on their personal situation, the extension request can be for a period of 3 – 12 months.

The extension request is either approved or declined by the Company Director, based on all available information and the supporting evidence provided. The student is notified the outcome of their request by email.

**Note:** All students that are completing the superseded CHC50113 and CHC30113 qualifications need to successfully complete all course units by the end of the teach-out period on 20 January 2023. There are no course extensions available past this date for these superseded qualifications.

If the student is not able to complete the superseded course by 20/01/23, then they are transferred to the relevant new qualification with bridging training and assessment required. If necessary, a course extension is able to be requested for the completion of the current qualification.

## 4. Our support for your success

### Student Support Services Policy

#### Supporting Student Individual Needs

A comprehensive enrolment process will establish individual student needs. Once a student's needs are identified a First Door student needs process will be undertaken.

Attendance at interactive Zoom workshops is highly encouraged to provide student interaction with other Early Childhood professionals.

Regular mentoring will be undertaken, in a manner which suits the student's circumstances, which will lead to effective monitoring of training and assessment. First Door will undertake workplace mentoring to observe practical skills, as required in the assessment conditions in some units.

First Door will monitor student progress through our student management system and will mentor students if disengagement is occurring, as detailed in the *Student Engagement and Course Progress Policy*.

We will endeavour to provide information and guidance to all learners. Information provided during enrolment will be used as a base to determine student support services. This includes but is not limited to:

- Learning pathways and possible RPL opportunities
- Provision for special learning needs including Language, Literacy and Numeracy

#### Language, Literacy and Numeracy (LLN)

First Door is committed to ensuring accessibility to all prospective students for the training courses we provide.

We also recognise that at times language and literacy problems may restrict a person from achieving the competencies required for particular courses or programs.

First Door will make every effort to assess a perspective student's ability to carry out the learning tasks and required assessments during enrolment. Where possible, the learning activities/assessments may be modified to compensate for those with literacy or numeracy skill needs.

#### Flexible Learning and Assessment Procedures

Our training and assessment procedures are flexible and take into account learner's individual needs.

#### Please also refer to:

- **Student Assessment Processes Policy**
- **Student Engagement and Course Progress Policy**

