

first
door

Early Childhood
Professional Learning

Student Handbook

CHC30113 Certificate III in Early Childhood Education and Care

CHC50113 Diploma of Early Childhood Education and Care

BSB51915 Diploma of Leadership and Management



Nationally Recognised Training RTO code 40782

www.firstdoor.com.au

Because each child deserves your best



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About us

Our people



The First Door team are all qualified and well experienced within the Early Childhood profession, both as educators and leaders. We believe that parents have no greater trust than for Early Childhood professionals to provide quality education and care for their little person.

Together, our passion is to share best practice to enable Educators and Leaders to provide Early Childhood Education and Care that exceeds the National Quality Standards.

Company Director: Andrea Isitt

With several years of hands-on and leadership experience in Early Childhood Education and Care in Brisbane, Andrea co-founded First Door in 2012. Her energy and commitment to setting up a training organisation for Early Childhood professional learning was fuelled by her passion to achieve the best outcomes for each child in early childhood.

Andrea's career in leadership and Early Childhood education began 25 years ago, 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. Andrea is an Industry Reference group member for the Workforce Council, and is also qualified with a Certificate IV in Training and Assessment, and a Bachelor of Training and Development.



Our Mission Statement: *'Seeing 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 – *'because each child deserves your best'*

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

As a Registered Training Organisation, First Door Training and Development Pty. Ltd. (hereafter called First Door) is committed to providing high quality training, resources, mentoring and assessment to all clients. First Door operates in accordance with our stated 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

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, Student Assessment, Student Engagement, Student Support Services, Enrolment Process.*

Education standards

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 induction 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, course unit information including competencies to be achieved by students 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 National Policy of Assessment and Workplace Training Competency Standards and Competency Based Training (CBT). 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.

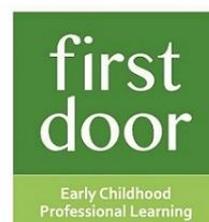
Sanctions

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 or be requested to be posted or emailed. 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 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

Student Standards

Students are required to ensure all work they submit for assessment is their own work. Students confirm the authenticity of work submitted as being their own as part of the terms and conditions of enrolment. To ensure all students receive equal opportunities and gain the maximum from their time with us, these rules apply to all enrolled students.

You are required to maintain minimum standards of etiquette and courtesy with all stakeholders in your learning, and during your online discussions and attendance at workshops.

These standards include but are not restricted to:

- Use of appropriate language in all forms of communication
- Students must not copy work or breach plagiarism standards

Consequences for breaching these standards may result in the student's enrolment being terminated and a statement of attainment issued for any units completed to date.

Any person who has had their enrolment suspended or terminated has the right of appeal through our appeals process.

Student Information Policy

First Door will provide student information and induction to each student before enrolment for a course.

This will include:

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

This and further information is found in the student enrolment resources. Students will have access to their progress towards and achievement of competencies. This is provided within our learning management system or students can request this information by phone or email. Students have access to their records on request to First Door.

National Unique Student Identifier

All new enrolling students complete a USI application form or receive the information to apply for a USI on their own as part of the enrolment process.

Course Information

First Door provides printed Leaders Guides and Educators Guides to provide full course information. Specific course information is provided on our website for all of courses we currently offer. We are happy to discuss and clarify any questions people may have regarding this information.

Enrolment Policy

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 and provide as much relevant information as possible 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 aged over 15 years and have finished school, e.g. Birth certificate or passport
4. Evidence of residency, e.g. QLD Drivers licence, Medicare card
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 fees 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.

Funded training means training that is subsidised/funded by the Australian Government, Department of Education and Training as a result of First Door being a Pre-qualified supplier. Funded training must be compliant with the relevant Government contract Policy. A summary of this information is provided on our website and on our funded contract information and application forms. Full information is available on First Door's website under Career qualifications, Government funding.

Training plans are developed for each learner so that they may understand their financial obligations to the RTO and may budget accordingly when enrolling into course qualifications.

Student Prepaid Fee Protection

'Prepaid fees', sometimes referred to as 'fees collected in advance', relates 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

All student fees paid in advance are protected. Student fee payments made in advance are identified as a liability until the assessment and/or training has been facilitated by First Door, where it is then identified as an income.

Fee schedule

Full and current fee information is available on our website firstdoor.com.au

Qualification and funding options	Enrolment Fee	Unit fee payment	Course Cost
Diploma of Early Childhood Education and Care Fee free for Year 12 graduates - Govt funded	\$175 non-refundable	No charge: Fee free	\$175 course cost: 27 units + HLTAID004 unit fee
Diploma of Early Childhood Education and Care Higher Level Skills - Govt funded	\$175 non-refundable	\$25 per unit: Contribution fee	\$850 course cost: 27 units + HLTAID004 unit fee
Diploma of Early Childhood Education and Care Full fee paying	\$175 non-refundable	\$195 per unit: for 27 units	\$5,440 course cost: 27 units + HLTAID004 unit fee
Certificate III in Early Childhood Education and Care Fee free for Year 12 graduates - Govt funded	\$175 non-refundable	No charge: Fee free	\$175 course cost: 27 units + HLTAID004 unit fee
Certificate III in Early Childhood Education and Care Certificate 3 Guarantee - Govt funded	\$175 non-refundable	\$25 per unit: Contribution fee	\$600 course cost: 17 units + HLTAID004 unit fee
Certificate III in Early Childhood Education and Care Full fee paying	\$175 non-refundable	\$195 per unit: for 17 units	\$3,490 course cost: 17 units + HLTAID004 unit fee
Diploma of Leadership and Management	\$175 non-refundable	\$230 per unit	\$2,935 total course cost \$230 per unit for 12 units

Apprentice & Trainee funding option	Enrolment Fee	Unit fee payment	Course Cost
Certificate III in Early Childhood Education and Care Traineeship student - school student or Year 12 Graduate	\$0 N/A	\$0 N/A	\$0 N/A
Certificate III or Diploma of Early Childhood E&C Free for Under 21s training as trainee or apprentice	\$0 N/A	\$0 N/A	\$0 N/A
Certificate III in Early Childhood Education and Care Traineeship student	\$0 N/A	\$85 per unit: Contribution fee	\$1,445 course cost: 17 units + HLTAID004 unit fee
Diploma of Early Childhood Education and Care Apprenticeship student	\$0 N/A	\$112 per unit Contribution fee	\$3,024 course cost: 27 units + HLTAID004 unit fee

Other fees and charges

Incidental fees and charges are listed on First Door's Fees Schedule. Items on this list include fees pertaining to the replacement of lost certificates and fees associated with multiple re-assessments.

Enrolment fee \$175 (non-refundable)

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

Recognition of Prior Learning (RPL) \$165 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 \$20 per certificate

First Door will issue replacement certificates subject to receipt of a Statutory Declaration, 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

Students are invoiced by email for each unit fee 10 - 14 days prior to commencing their next unit, in accordance with the student's training plan. Payment is required to be made within seven days by the student to First Door, and prior to receiving training and assessment services for the invoiced unit.

Overdue fee collection procedure

One week following due date: A reminder email is sent to student with the outstanding invoice.

Two weeks following due date: An email from First Door administration is sent to the student requesting payment or contact with First Door to make a repayment arrangement within seven days. This email includes a reminder of the \$45 late fee that is charged for any invoice outstanding three weeks following due date.

Three weeks following due date: If no repayment arrangement is made with First Door administration, the student is invoiced with \$45 late fee. This fee is charged in addition to the outstanding unit fee to contribute towards the costs of the debt recovery.

Four weeks following due date: The student is phoned by our Administration Coordinator to make a repayment arrangement. If our administrator is unable to contact the student by phone then a letter is mailed to the student requesting a repayment arrangement be made. This contact by phone or letter advises the student of the implications to their study progress if payment is not arranged within six weeks of due date.

Six weeks following due date: An email is sent to the student advising further training and assessment will not be provided until the debt is cleared or suitable repayment arrangements are made. Administration also advises the student mentor/assessor to contact student to discuss implications to their training plan.

Fee Refunds

The student will receive a full refund of fees paid, including all administration fees if First Door has to cancel because either:

- a course or unit is cancelled or re-scheduled by First Door to a time unsuitable to the learner
- a learner is not given a place by First Door due to maximum number of places being reached

If a student provides one week's notice to cancel prior to the course starting 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.

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

Cancellations after the course has begun will be dealt with on a case by case basis to ensure that First Door has done everything within its ability to assist the student in completing the course.

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 unemployed
- recent loss of job, and enrolment at First Door for purposes of retraining
- reduction in income resulting in debt servicing difficulties

Each case is handled 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.

Financial Hardship Procedure

1. Student contacts First Door and expresses an interest in a course offered
2. Learner requests Financial Hardship Form from First Door Administration
3. Completed form to be returned to First Door Administration
4. Application to be considered within 5 working days;
5. Outcome of Application sent to learner in writing (may also include verbal confirmation over the phone)
6. Student to decide whether to proceed with enrolment or not
7. If decision made to proceed with enrolment, the normal enrolment process is followed. Should a student be in a situation where they are experiencing financial hardship mid enrolment, the same procedure will apply from point 2. First Door will consider the learner's remaining fees when deciding how to progress with the application.

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 a 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

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.

Privacy Policy

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

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 person 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 should 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.

A non-refundable fee (to be determined) per module or competency standard whichever is applicable, will be charged for all assessment appeals. First Door may waive this fee in special circumstances.

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.

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

Recognition of Prior Learning Policy

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 copies of an RPL Application Form
- provide the student with information about the types of evidence that can be used to support an RPL application and any assessment required
- 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

Assessment and Progress Policy

Training and Assessment Standards

First Door staff have the appropriate qualifications and experience to deliver the training and assess competence relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning).

In developing the assessment (including Recognised Prior Learning) for each qualification, First Door will ensure:

- compliance with the current 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 application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment

In providing assessment feedback to students, 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 have access to two reassessments or to appeal their assessment rating

Student standards for assessment

Students confirm the authenticity of the work submitted as being their own, as part of the terms and conditions of enrolment. In each assessment workbook, students are required to declare with their signature that the assessment work that they are submitting is their own work.

To ensure all students receive equal opportunities and gain the maximum from studying with First Door, these rules apply to all enrolled students. These standards include but are not restricted to:

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

Consequences for breaching these standards may result in the student's enrolment being terminated and a statement of attainment issued for any units completed to date.

Any person who has had their enrolment suspended or terminated has the right of appeal through our appeals process.

Structured training plan assessment process

The structured plan provides students with a monthly timetable to work through a course unit each month, excluding December. The structured training plan assists students to stay focused and motivated, with due dates to submit their assessment work. Units are usually completed on a monthly cycle. At the beginning of each monthly cycle, students receive their new unit resources and attend an interactive workshop.

A workplace mentoring meeting occurs mid-month and the assessment workbook is due at the end of each monthly cycle.

The following is a timeframe guide of our general assessment process:

Week 1: Unit start

- On the working day before the unit start/workshop date students receive access to their assessment workbook through the eLearning portal for the unit, under UNIT ASSESSMENT. This assessment workbook file is to be downloaded and saved to the student's computer from the eLearning portal.
- The due date for this assessment is listed on the student's training plan and is generally due by the next workshop/unit start date.
- Workshop resources are to be accessed through the eLearning portal for the unit, under UNIT LEARNING RESOURCES.

Week 2: Preparation

- The student continues completing assessment tasks and preparation for mentoring meeting.

Week 3: Mentoring meeting

- Prior to submitting their assessment, students are to arrange and complete the mentoring meeting with their personal mentor. This meeting enables the mentor/assessor to discuss the oral questions and/or to observe the practical skills as listed in the assessment workbook and is required for the student to demonstrate competence.
- Students are able to ask questions and seek feedback about their assessment work at this meeting.

Week 4: Due date

- Students are to submit their completed assessment workbook by email to admin@firstdoor.com.au by 4pm on due date.
- If a student requires an extension of due date this should be requested and approved by the mentor prior to the assessment due date.

Week 5: Overdue

- Students are encouraged to contact their mentor to discuss any issues and concerns resulting in the overdue assessment. First Door recommends the student participates in online forums and/or attends weekly study group for additional support to aid completion, if the location is suitable.

Week 6: Two weeks overdue

- If the assessment is two weeks overdue, the student coordinator emails the student and their mentor to update them and request contact.
- The student's records are updated as overdue in the relevant unit.
- The mentor discusses the overdue assessment with the student at the next mentoring meeting to establish how the student can be supported to complete the assessment.
- If necessary, an appropriate extension of due date is arranged based on the student's requirements.

Overdue assessment process

We recognise circumstances may affect a student's ability to complete assessments and we are able to make arrangements to pause training plans if required. Students are informed that delaying progress will lengthen the duration of their course and extend the expected course completion date.

- When a student has **two assessments overdue**, an agreement is to be made with the mentor with achievable, extended due dates for overdue assessment work. If required, an arrangement is made to pause the student's training plan to

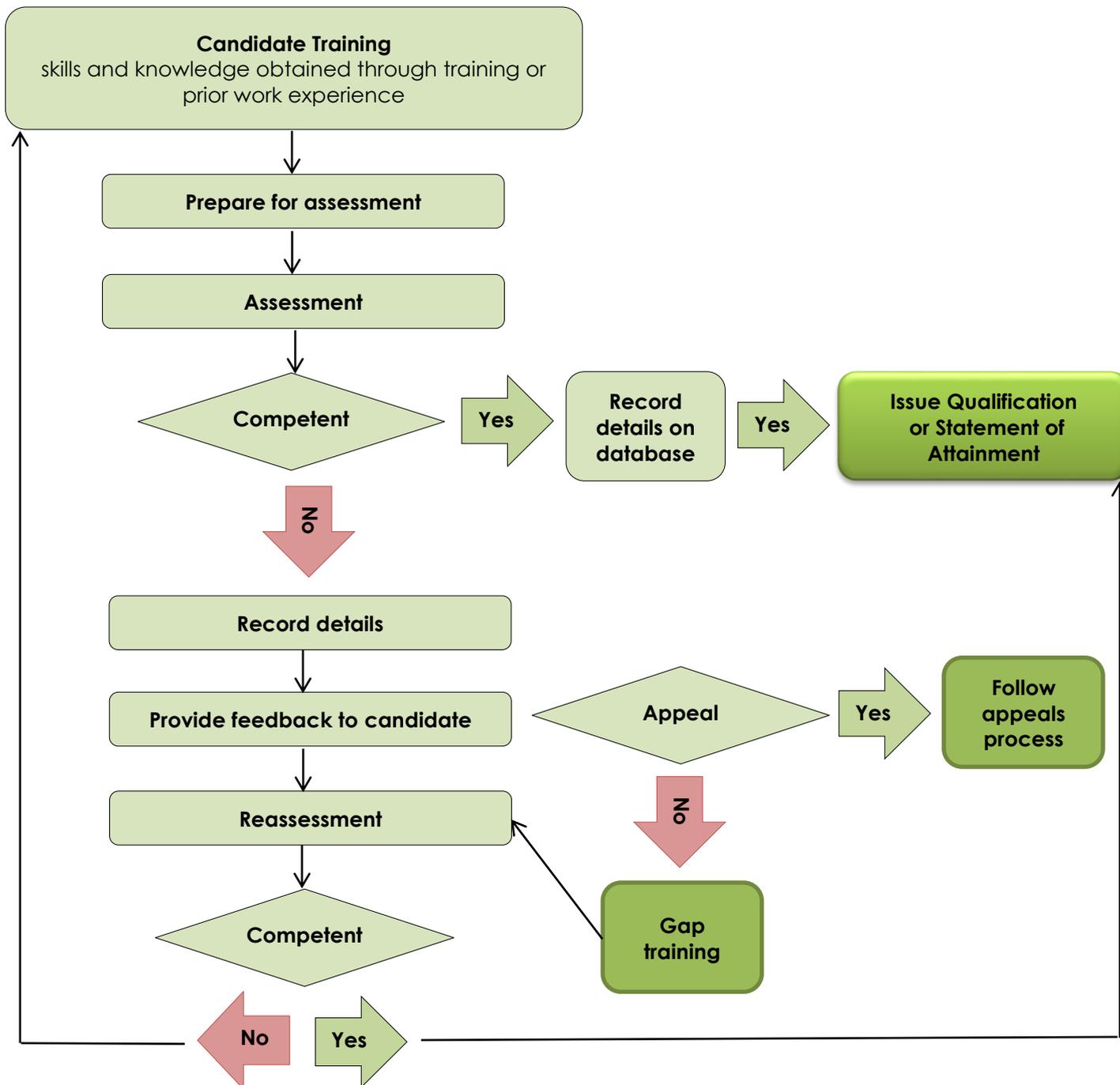
delay commencing their next scheduled unit/s. A 'paused' student cannot commence their next unit of study until all overdue assessment workbooks have been submitted.

- If a student has **three overdue assessment workbooks**, the student is advised that they cannot commence the next unit until they have submitted the required overdue assessment workbooks.

Advice of student assessment progress towards qualification

- First Door's student management system is updated and the student is advised by email within 24 hours of an assessment being marked as competent.
- Students are able to access a current list of their completed units through using First Door's student online portal accessed through www.firstdoor.com.au
- The mentor contacts the student's employer to inform them of the student's progress, and if applicable to recommend to the employer that the student delays starting new units until they have completed the outstanding units. This communication with the employer occurs when:
 - o the student is an apprenticeship or traineeship student, or
 - o the student's fees are employer-funded, and/or
 - o if the student's progress towards their qualification is related to their employment.
- Once successful progress has been made, the mentor will discuss the next unit commencement with the student and review/update the student's training plan accordingly.

Assessment Overview



Student Engagement

Employer Contribution to Student Learning

First Door will meet with the student's workplace director/manager to familiarise them with First Door's training and assessment practices. First Door will establish appropriate training supervisor/s for each student as they will form an important part of the assessment and evaluation processes. First Door will communicate with these supervisors, directors and or managers on a regular basis to ensure student progress and development.

Regular workplace mentoring will be undertaken, in a manner which suits the student's circumstances, which will also lead to effective monitoring of training and assessment.

Course Extension

First Door will not be obliged under any circumstances 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.

Assessment due dates

First Door encourages students to be motivated, accountable and focused by setting assessment due dates. Flexi plan assessment due dates are self-directed. These are arranged at the monthly mentoring meetings and are detailed in the student's training plan. The structured plan assessment dates are set by First Door and are detailed in the Course Guide and in the student's training plan. Assessments are required to be received by First Door by 4pm on due date unless an extension request is received and accepted. A new unit of study is not supplied or commenced until the previous unit has been submitted.

Assessment extension requests

Assessment extension requests are to be made in writing by email or post to the student's personal mentor prior to the assessment due date. A new assessment due date is to be requested with the extension request.

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.

Each time a student receives a new unit they will receive a follow up communication to ensure understanding of unit content and requirements.

Attendance at monthly workshops is highly encouraged to ensure student interaction with industry colleagues and opportunities to put theory into practice.

Regular workplace 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 at least once every two months.

First Door will monitor student progress through our student management systems and will mentor students if disengagement is occurring.

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

Students have access to additional mentoring sessions with their mentor at a pre-arranged cost.

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 client/learners ability to carry out all 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 needs. We will ensure that:

- All required resources for the delivery of any course are in place and to the most current industry standards
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material

This means that training and assessment students receive with First Door is done in accordance of the national quality-training framework.