

Policies and Procedures Manual

First Door Training and Development Pty. Ltd.

Policy and Procedure Manual established January 2013
Version 9, latest review August 2021

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1. PURPOSE AND CORE OBJECTIVES

Competitive advantage as an outstanding professional learning organisation

To maintain a competitive advantage over other Early Childhood training organisations by developing a positive company culture of professional ethical integrity and operating as an outstanding training organisation.

First Door listens to the feedback, problems and needs that both the student and the student's industry are experiencing relating to training and development. First Door invests in continuous improvement and addressing industry training needs, remaining innovative in this process.

Measured by:

- the customer's engagement in learning and their satisfaction and recommendations of First Door to others
- learners' successful assessment and capability in the workplace
- First Door and its team members displaying ethical conduct at all times
- having a collaborative environment with continued adaptability, growth and learning within the organisation and its team members
- active evaluation and continuous improvement processes
- First Door's unrivaled reputation and continued demand for student enrolments

First Door recruits and maintains passionate, motivated team members that share the same vision and objectives to provide learners with quality learning experiences and constructive assessment processes.

Measured by:

- the positive culture, energy and commitment of the First Door team
- commitment to maintaining time frames and quality in training delivery and assessment
- the continued growth and success of the company First Door Training and Development

First Door provides training that upskills and empowers students to create learning environments within their workplace. First Door training sets a new benchmark in workplace competency so that employer's preference for their employee's training is First Door Training and Development.

Measured by:

- referrals by organisation's management for their employees to use First Door
- the learner's workplace competency is monitored by the First Door mentor and positive feedback is received from the learner's workplace supervisor/manager
- establishment of active educational leaders and mentors in the workplace

Developing capability in students

Each learner is supported by a First Door mentor to develop their professional capability, knowledge and skills.

To provide students with innovative resources and learning environments that result in learner engagement and active workplace learning experiences.

First Door's social media encourages conversations between students and between students and mentor.

Measured by:

- positive feedback from students, and the student's workplace capability
- active engagement in social media and learning activities, and successful course completion
- referrals to First Door and a reputation as a leading training provider

2. CONTINUOUS IMPROVEMENT

First Door uses the continuous improvement process to better our performance. In this process, we examine what we do, why we do it and how it can be or needs to be changed to produce a better result.

Continuous Improvement Policy

Established January 2013, reviewed September 2017

It is the responsibility of the Director to promote awareness and encourage use of the organisations continuous improvement system and processes.

Ongoing continuous improvement opportunities can be unplanned and occur as often as they are identified and required. We strive to continually provide training services that produce competent and confident workers.

First Door will make use of formative, summative and post training evaluation methods to establish student's improvement in knowledge, skills and behaviour. First Door training will be reviewed and continuously improved for best practice.

Improvements are made to relevant areas of First Door operations on the basis of the data collected. Records are kept of changes made. These records are reviewed at Internal Audits to ensure consistent implementation. The following processes will be verified:

- Check if amendments affect other management systems
- Communicate throughout the organisation details of the amendments
- Actively engage staff in continuously improving the system and the implementation process
- Evaluate professional development needs for any staff requiring new skills or knowledge
- Elicit and analyse stakeholder's feedback about the organisation's overall performance
- Carry out a trial run of the amendment to test its effectiveness and cause of results
- Conduct regular and systematic reviews of key data

Developing VET Knowledge for Trainers & Assessors

First Door will develop the knowledge of their trainers and assessors through industry panels, professional development activities and through relevant partnerships.

Ensuring Industry Currency for Trainers & Assessors

First Door both values and ensures that their trainers and assessors have industry currency. We prioritise effort to keep abreast with the relevant industry sectors current trends, problems and training needs through industry connections. First Door trainers and assessors are regularly immersed within industry workplaces through ongoing student mentoring in the workplace. It is a long-term goal to also investigate operating a small, outdoor based kindergarten service to be used in conjunction with First Door training.

Ensuring Ongoing Competence for Trainers & Assessors

First Door will use student evaluation and performance appraisals to gauge competence. Trainers and assessors will also attend professional development courses and provide peer feedback to colleagues.

3. DATA COLLECTION, ANALYSIS AND ACTIONS

Data Collection, Analysis and Actions Policy

Established January 2013, reviewed September 2017

First Door collects data on a regular basis in order to inform the processes of:

- Compilation of First Door's Quality Indicators
- Improvements to all aspects of training
- Professional development of staff
- Improvements to assessment

Continuous improvement information and data include:

- National tools for the collection of data (Quality Indicators)
- Interviewing students regularly
- Obtaining written feedback from students and clients through surveys/questionnaires
- Obtaining written feedback from trainers and assessors
- Obtaining feedback from employers following work placements or practical activities of students
- Analysis of the root cause of complaints and appeals and their resolutions
- Training and assessment outcomes
- Consultation with learners, enterprise clients, industry organisations and licensing bodies
- Records of staff/planning meetings and agreed actions
- Internal audit reports, organisational self-assessments
- Staff performance appraisal reports
- Staff professional development
- Research from the Internet, magazines, journal and papers

The data is analysed for relevance to possible improvements to:

- Assessment items and methodology
- Selection of competencies in qualifications
- Appropriateness of training methods
- The need for staff professional development

Continuous improvement focus areas include:

- Training and assessment services
- Training and assessment tools and instruments
- Facilities, equipment and resources
- Policies and procedures
- Management/operational systems
- Strategic/business plans
- Staff performance, competencies and professional development
- Identified industry needs

Ongoing continuous improvement opportunities can be unplanned and occur as often as they are identified and required. We strive to continually provide training services that produce competent and confident workers. Improvements are made to relevant areas of First Door operations on the basis of the data collected. Records are kept of changes made and reviewed at Internal Audits.

To ensure consistent implementation verify the following:

- Check if amendments affect other management systems
- Communicate throughout the organisation details of the amendments
- Evaluate professional development needs for any staff requiring new skills or knowledge
- Elicit and analyse stakeholder's feedback about the organisation's overall performance
- Carry out a trial run of the amendment to test its effectiveness and cause of results
- Conduct regular and systematic reviews of key data
- Actively engage staff in continuously improving the system and the implementation process

4. INSURANCE

Insurance Policy

Established January 2013, reviewed September 2017

First Door will maintain current public liability insurance to the sum of ten million dollars, as required for operation of a Registered Training Organisation.

5. INTERACTIONS WITH REGISTERING BODY

Interactions with Registering Body Policy

Established January 2013, reviewed September 2017

First Door's Company Director ensures that First Door's operation complies with the STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (RTOS) 2015 by:

- maintaining responsibility for day to day operations of First Door
- meeting regularly with First Door staff to keep informed of those operations
- a commitment to staying informed of all matters regarding First Door's RTO status
- managing the continuous improvement process including the Internal Audit process

Interactions with the registering body are managed by First Door Company Director.

First Door has agreed to the "Conditions of Registration" contractual agreement which has been signed by the EO of First Door. First Door will cooperate with the Registering Body in:

- The conduct of internal and external audits
- Providing accurate and timely data for compilation of the Quality Indicators for First Door
- Providing data about significant changes to First Door staff

First Door recognises that it must provide returns of its student records of attainment of units of competency and VET qualifications to the national VET Regulator on a regular basis.

First Door will report the data via e-mail and the returns will be stored electronically.

6. INTERNAL AUDITS

Internal Audits Policy

Established January 2013, reviewed September 2017

An internal review or audit will be conducted for each qualification/vocational area at least once each year. The review is written into the organisation's calendar to occur in January each year, following the first year of trading.

It will include reviews, comparisons and evaluations of the assessment processes, tools and evidence contributing to judgments at least annually in each vocational training area. The review/audit will include plans for the transition to new or revised Training Package in accordance with the Transition Requirements and Maintaining Scope of Registration Policy.

It is recommended that a balanced view is taken and consultation with the following takes place:

- Trainers of the qualification or course in the vocational training area
- Clients from a qualification or course in the vocational training area
- Industry

First Door may conduct additional internal audits within the prescribed twelve-month period at the discretion of the Company Director.

Internal Audits Procedure

Internal audits are conducted to determine if systems in place at First Door are being implemented and working to help First Door to achieve the business objectives.

An audit team consists of one or more people with the necessary skills and knowledge to carry out the audit. When conducting internal audits, RTO personnel will complete the internal audit checklist and report by collecting objective evidence. They will use the following processes to ensure that the stated policies and procedures of First Door are being circulated, understood and implemented consistently throughout First Door and that these procedures are compliant with the STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (RTOS) 2015:

- examining documents and systems such as policies and procedures, continuous improvement activities, student resources, relevant components of business plans, trainer/assessor qualifications
- examining records of actual training conducted
- perusing a sample of student files
- analysing resources for delivery and assessment required by the relevant Training Package or course, including assessment tools
- holding interviews with management, trainers/assessors, learners, employers
- observing processes such as assessment and learning activities
- looking at facilities and observing training and assessment activities

First Door Management reviews internal audit reports, progress on any rectification and ongoing compliance with the STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (RTOS) 2015.

7. LEGISLATION

Legislation Policy

Established January 2013, reviewed September 2017

First Door complies with the relevant requirements of the following Acts:

- Standards for Registered Training Organisations (RTOs) 2015
- Occupational Safety and Health Act 1984.
- Anti-discrimination Act (1991)
- Privacy Act (2001)
- Child Protection Act
- Copyright Act

The relevant Trainers and other staff members are informed by the delegated person if the above legislation affects their job.

8. ORGANISATIONAL CHART & DUTY STATEMENTS

FIRST DOOR TRAINING & DEVELOPMENT PTY LTD

COMPANY DIRECTOR

Company Director's key responsibilities:

- Human Resource management: team collaboration, development, recruitment and induction
- Business strategy
- Business development including networking, marketing and public relations
- Design and development of professional learning and online resources
- Compliance of our operations as a Registered Training Organisation as required by the Australian Skills Quality Authority and with DESBT as a Skills Assure Supplier
- Continuous improvement of our operating policies and procedures
- Evaluation processes and continuous improvement of our training and business practices
- Ongoing development and evaluation of First Door's training and assessment strategy

STUDENT & BUSINESS COORDINATOR

Key responsibilities to facilitate:

- Effective and supportive student enrolment and communication processes
- Accurate student management records and reporting
- Mentoring and assessment for Leadership and Management students
- Financial and business strategy reporting
- Coordination of effective business processes and systems
- Quality improvement projects

CUSTOMER DEVELOPMENT & LEARNING FACILITATOR

Key responsibilities to facilitate:

- Information to student leads for enrolment
- Coordination of our customer's onboarding experience
- Early Childhood mentoring and study support
- Evaluation, improvement and implementation of customer development and customer experience processes
- Promotion of First Door professional learning services
- Evaluation and innovation of professional learning experience to meet customer needs

EARLY CHILDHOOD MENTORS & ASSESSORS

Key responsibilities to facilitate:

- Supportive welcome meetings and onboarding for new students
- Mentoring and study support for Early Childhood students' successful course progress
- Effective and helpful assessment processes as an Early Childhood assessor
- RPL assessment
- First Door's quality improvement and compliance in training and assessment

CONTRACTORS

Key responsibilities include:

- Content creation
- Digital professional learning strategy
- Marketing and business strategy
- Website development
- Videography

9. RISK MANAGEMENT

Risk management involves the identification, analysis and evaluation of an RTO's risk of compliance with the STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (RTOS) 2015 standards and the development of cost effective strategies to treat those risks. First Door Director are responsible for final assessment and management of risks associated with all aspects of First Door's operations, including that as an RTO. Evidence (e.g. meeting minutes, memos, and written statements) indicating the involvement by the Director in the processes is to be documented and maintained.

First Door will develop a risk identification register to manage risks against First Door's compliance with the STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (RTOS) 2015 standards and regularly revisit those risks to ensure they are at an acceptable level.

Risk Assessment Policy

Established January 2013, reviewed September 2017

Regular risk assessments are conducted to identify any potential hazards and risks that might affect the delivery of high quality training.

The risk assessment process will identify priorities, threats, measure and monitor factors, events and practices that may affect the effectiveness and economic status of First Door's operations.

First Door has a three pronged approach to its risk identification and management procedure:

1. The conduct of risk assessments and risk analysis and the subsequent development of risk management plans and inherent risk reduction strategies
2. The conduct of spot checks against identified areas of risk, and
3. The conduct of annual internal audits.

Risk assessment will take into consideration macro and micro issues, including:

- STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (RTOS) 2015 compliance risks
- RTO Policies and Procedures aligned to the STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (RTOS) 2015
- Deployment of RTO Policies and Procedures in the workplace
- Continuous improvement
- Financial risks
- Increase or decrease in staff, students
- Increase in complaints/appeals
- Additional qualification/courses on scope
- Funding agreements
- Partnership agreements
- Contractual obligations
- Occupational safety and health
- Training and assessment environments

Risk assessment will occur during:

- Annual strategic planning processes
- Development of new training packages and/or accredited courses
- Annual auditing processes
- Specific events that require a risk assessment

Recommendations are satisfactorily followed up and results documented for presentation at regular management meetings, including strategic planning meetings. Reviews and improvements can take place more frequently as required. Outcomes of all activities, including documentation, reports and action plans will be provided to First Door's Director for review and as a basis for improvement.

10. ADVERTISING AND MARKETING

Advertising and Marketing Policy

Version 2 dated July 2021

All advertising and marketing material referencing VET meets the requirements of *Standards for Registered Training Organisations (RTOs) 2015*, Standard 4: Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

All printed and accessible First Door marketing and advertising for VET training will be checked by the Company Director to ensure that:

- the content of courses that include VET qualifications, clearly identifying the VET qualification and including the Nationally Recognised Training logo
- all VET qualifications advertised are within First Door's scope of registration
- if First Door advertises VET qualifications that it is seeking registration for, it clearly identifies that in the advertising, e.g. through a disclaimer '... this course is subject to registration and will only proceed once First Door is registered'
- it is current, accurate and ethical so that it accurately represents the services First Door provides to prospective and current learners
- distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO

11. COMPLAINTS



Complaints Policy

Version 3, dated August 2021

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 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

12. FINANCIAL MANAGEMENT

Financial Management Policy

Version 4, Established January 2013, reviewed August 2018

First Door ensures it follows stringent Financial Management guidelines to protect both First Door's ongoing operation and our students. Refer to our *Student Fees Policy* for full information on policy and procedures relating to students' fees.

Financial record keeping

A budget is prepared as part of the annual strategic planning process. The budget, both training revenue and expenditure, is monitored closely throughout the year to maintain a sustainable RTO.

All financial records for the Company are held for seven years.

Purchasing

- Throughout the year staff and management may require additional resources for successful operation of First Door.
- All purchases must be approved by the Company Director prior to purchase. Without this approval, the money spent on the non-approved purchase may not be reimbursed.
- Staff must complete a purchase request form for any purchase request over \$100, briefly detailing what item/s they require, why they require these items and an estimate of the cost involved.
- This form will be given to the Company Director for approval.
- Once approval is given the purchase/s can be made. This may be done by the business purchasing the needed items directly or the staff member making the purchases and then presenting the receipts/invoice to the Nominated supervisor which will be reimbursed within five working days.
- For amounts over \$100 the receipt/invoice must be presented with the approved, signed purchase request form.

Certificate of Accounts

A qualified accountant must certify First Door's financial accounts to Australian Accounting Standards at least annually. The report will be made available to the registering body on request.

External Reporting Requirements

When requested, First Door must provide the state registering body with a full audit report from a qualified independent accountant with membership of the Certified Practising Accountants Australia (CPA) or, Institute of Chartered Accountants of Australia or National Institute of Accountants.

13. ISSUING AQF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

Issuing AQF Qualifications & Statements of Attainment Policy

Version 2, dated August 2021

This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015, Standard 3. Clauses 3.1 – 3.4

First Door will issue AQF qualifications and Statements of Attainment within 30 days of course completion, and providing all agreed fees the student owes to First Door have been paid.

All qualifications and Statements of Attainment issued by First Door will comply with standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook, latest Edition.

First Door will only issue AQF qualifications and Statements of Attainment within its scope of registration that certify the achievement of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited VET courses.

All qualifications and statements of attainment issued by First Door will be recorded in the 'Register of Qualifications Issued'.

Use of National and State Logos

First Door uses the Nationally Recognised Training logo in accordance with the Nationally Recognised Training Logo Specifications on all AQF qualifications and Statements of Attainment issued within First Door's scope of registration. Where the Nationally Recognised Training logo is used in advertising or other materials, it is also in accordance with specifications.

Issuing Replacement Certificates

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. There is a re-issue fee which can be found in the Fee Schedule.

14. ONGOING COMMUNICATION

Ongoing Communication Policy

Version 2. 31/07/021

Effective communication within our organisation and with stakeholders is recognised as central to First Door's success, with processes such as:

- Employer satisfaction surveys
- Training surveys
- Post enrolment and training and assessment student surveys
- Partner Early Childhood centres for collaboration and industry consultation
- Regular meetings are held with key stakeholders to review company performance and progress, to identify, review and evaluate improvement ideas and to plan improvements.

Other informal communication methods are also used throughout First Door. Where possible minutes, notes, emails, written log book in WiseNet are used to follow up on issues and close out items. Documentation should be kept on the server or in a relevant file to ensure ease of access.

15. PARTNERSHIPS

Partnerships Policy

Established January 2013, reviewed September 2017

Where First Door engages or is engaged by another organisation for VET assessment, training and/or certification services, it has a written agreement with the other organisation. First Door shall implement written agreements for training and assessment services provided on First Door's behalf. All agreements will be kept in a 'Register of Partnerships' and a copy of the agreement to the other organisation.

Within such arrangements, First Door has a role in formulating and completing the agreement and meeting and specifying how each party to the agreement will discharge its responsibilities for compliance to the ATQF Standards for Registered Training Organisations.

Partnership Procedure

Written agreements with other organisations will include the following:

- the name and address of both organisations
- the name of the chief executive officer (or Company Director) of both organisations
- the name and contact details of the primary contact at the other organisation
- the program offered, including the relevant Training Package qualification or accredited course including code and the units of competency or modules, including the code and title
- a list of services offered by the other organisation, e.g. training and/or assessment
- a statement outlining the level of service offered, e.g. 'First Door as RTO, will provide all training and assessment staff'
- a statement acknowledging that First Door is always responsible for training, assessment and certificates issued in its name
- a verified copy of First Door's Certificate of Registration and Scope Certificate
- signatures of the Company Director of both organisations
- dates for the period of the agreement
- fees related to the agreement

The designated person will enter the details of the agreement on the 'Register of Partnerships' and ensure the other organisation has a copy of the agreement and understands its responsibilities.

16. QUALITY TRAINING AND ASSESSMENT

Training and Assessment Strategies Policy

Version2, dated August 2021

This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015, Standard 1. Clauses 1.1 – 1.12, and 1.25

Training and assessment strategies will be developed as a minimum, for each qualification, course or unit/module it intends to place on its scope that is delivered and assessed.

These strategies will be developed in consultation with industry and will be validated through the internal review procedures. Details of the consultation will be kept to enable demonstration of it taking place.

These strategies will reflect the requirements of the relevant Training Package and are responsive to industry and learner needs.

Consultation with industry will provide:

- The need for the training and assessment focus in particular areas
- Development of the training and assessment concept, for example design of course units
- Support for the course

The strategies will contain information on First Door staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within its scope of registration and scale of operations to accommodate client numbers, client needs, delivery methods and assessment requirements.

The strategies will be provided to all trainers and assessors conducting a particular course. The strategies will be reviewed upon responses from clients/ students as part of continuous improvement.

Assessment Standards

First Door staff have the appropriate qualifications and experience to assess competence relevant to the training products offered.

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 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
- assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)

17. RECORD KEEPING

Record Keeping Policy

Established January 2013, reviewed September 2017

Registers and documentation are held at a central location and records are maintained of:

- student enrolments
- industry consultation
- staff profiles detailing qualifications and industry experience
- fees paid and refunds given
- continuous improvement activities
- training and assessment strategies
- complaints and appeals
- all documentation necessary to develop, implement and maintain First Door quality systems

Records of results, qualifications and Statements of Attainment for students currently enrolled are stored in individual student files at a central location. Electronic files are kept up to date and backed up regularly, with the backup copy being kept in another place or in a fireproof and flood-proof safe.

All records are stored for retention, archiving and retrieval in accordance with ASQA. First Door will retain all student records securely, detailing attainment of unit competencies and qualifications for a period of 30 years.

Progress of students is kept in a student AVETMISS database. The data recorded on the database may be printed out for the student's records. All records are kept confidential.

Records held may include the following information:

- Training / employment identification number
- Personal details, e.g. address, phone numbers, etc.
- Personal requests for training/ notes from discussions / counseling / advice, (if applicable)
- Letters and other items of communication
- Copies of Skills Recognition applications together with all presented evidence and details of outcomes, letters of advice, etc.
- Course / Training Inquiry Form / enrolment information
- Receipt of payment
- Copies (scanned or photo) of completion certificates / qualification / Statement of Attainment issued
- Assignments and other evidence e.g. work samples, photographs, videos, etc.
- Oral question sheets, written assessments
- Practical assessment checklists
- Copies of current licenses / accreditation, etc. (if applicable)
- Disciplinary actions (if applicable)
- Reports; Actions taken
- Copies of outcomes advice to client / participant
- Grievances lodged (if applicable)
- Copies of outcomes advice to client / participant
- Assessment Appeals lodged (if applicable)
- Copies of outcomes advice to client / participant

18. REGISTER OF DOCUMENTS

Training Package Transition & Expiry Policy

Version 2, dated August 2021

A 'Register of Documents' is maintained which records all essential documents to the effective and compliant operation of First Door as an RTO, e.g.

- The Operations Manual
- Student course guides and information
- All other documents used in First Door's activities as an RTO

This register includes issue and amendment status. The designated person reviews all documents before adding them to the register. All staff have access to the documents related to their position.

19. TRAINING PACKAGE TRANSITION AND EXPIRY

Training Package Transition & Expiry Policy

Version 2, dated July 2021

This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015, Standard 1. *Transition of training products* 1.26 – 1.27.

It is the responsibility of First Door to plan for the transition to new/revised Training Packages as they are endorsed. Generally, new students enrolling in the qualification after the Training package publication date will enrol in the new Training Package qualifications.

Existing and potential students are provided with current information about the new/revised training packages in a timely matter, so that they are able to make informed decisions about their best suited options.

Where a training product on its scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification documentation is issued. If learners are unable to complete the superseded course qualification within a period of one year from the date the replacement training product was released on the National Register, then the learners are transferred into its replacement qualification.

All enrolments in the superseded qualification/s will cease within the 12 months following the publication date of the new training package.

20. TRAINING RESOURCES

Training Resources Policy

Version 2, dated August 2021

Facilities

The qualifications on scope are suitable for delivery in a traditional face-to-face workshop environment and workplace mentoring is encouraged.

With the unpredictability of Covid restrictions, First Door stopped facilitating workshops in a dedicated training room. First Door has instead developed eLearning resources and online courses, and combines these training materials with mentoring meetings to provide training and assessment at a client's own workplace where possible.

Training and Assessment Material

First Door prefers to design their own training and assessment resources, however it reserves the right to purchase relevant and accredited training material.

Typically, resources developed for each course unit include:

Student resources, including:

- Online resources available in our eLearning portal and/or by completing a relevant online course for students. These are likely to include: video tutorials, slide presentations, relevant links to website information, printable resources and videos
- Assessment workbook with all required workplace practical activities and assessment tasks.
- Assessment guidance videos
- PowerPoint presentation, including use of relevant video and images

Mentor & Assessor resources

First Door staff have access to all relevant resources as outlined in the relevant learning and assessment strategy, including:

- access to all student training resources
- copy of the current competency standard
- markers guide with sample answers for relevant assessment tasks

If, for whatever reason, First Door cannot maintain the relevant resources to deliver the course, First Door will attempt to provide students with alternative opportunities to complete the course and the related qualification. First Door retains the right to cancel the course if it is unable to meet requirements.

21. VERSION CONTROL & DOCUMENT MANAGEMENT

Version Control and Document Management Policy

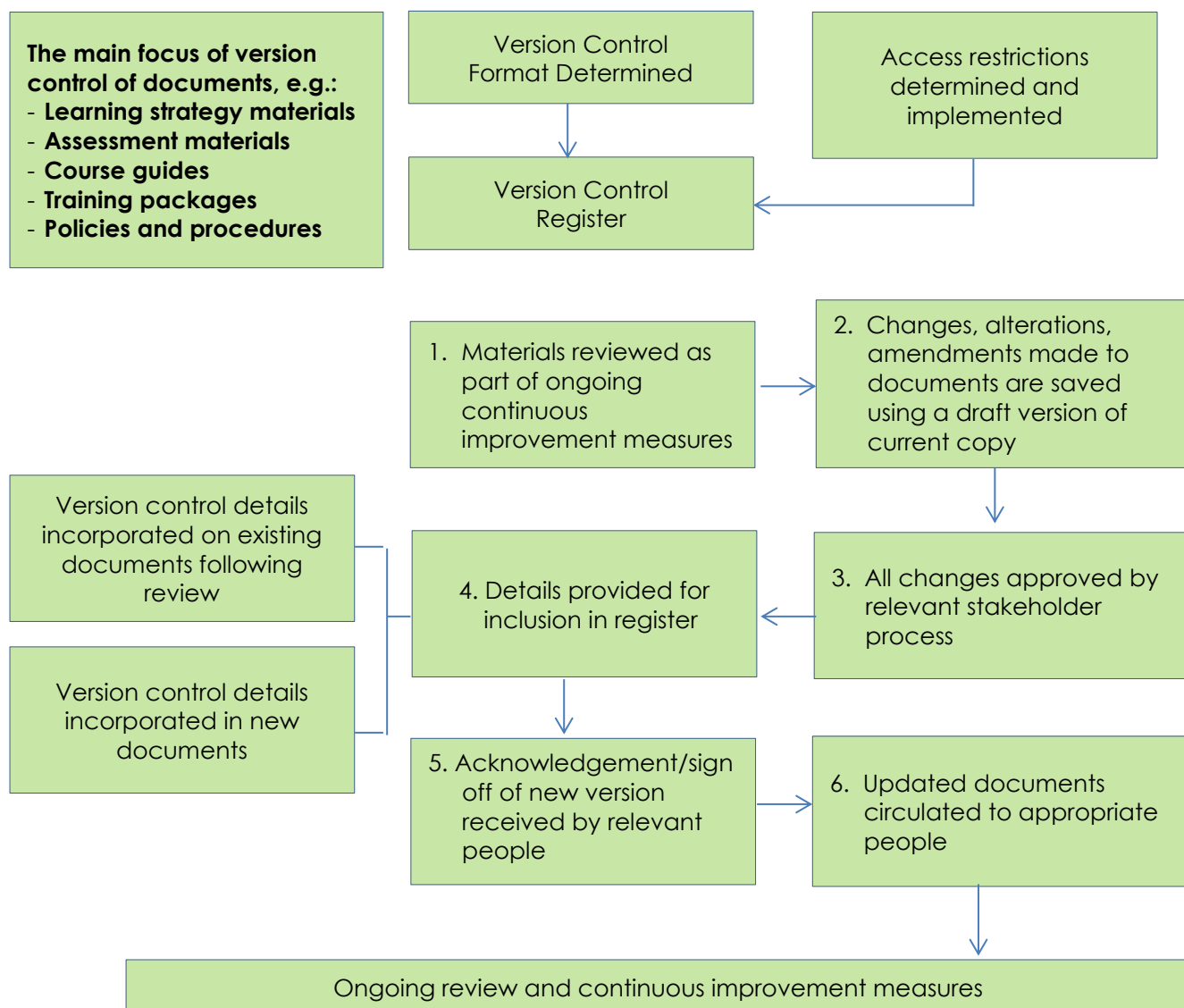
Version 2, revised July 2021

First Door has effective administrative and records management systems in place to secure the accuracy, integrity and currency of records, to keep documentation up to date, and to safeguard any confidential information obtained by First Door, individuals or organisations acting on its behalf.

The policy ensures that all stakeholders use current and approved documentation.

- All out of date documentation is removed from circulation and archived.
- The Company Director is responsible for implementing this policy and reviewing its effectiveness.
- This policy is implemented in compliance with the requirements of the Standards of Registered Training Organisations (RTOs) 2015, Standards 1, 4 and 5.

The following flow path shows First Door's version control procedure.



Version Control and Document Management Procedure

Creating documents

Following consultation, the Company Director initiates the development of all required documentation and only staff instructed by the Director will engage in developing any documentation.

When a document is being created, the relevant regulatory guidelines and/or other relevant sources of information are checked to ensure the document complies. Staff are to seek advice from the Director when in doubt.

Each document must correctly use the relevant Company branding and or RTO number where appropriate, along with a title and footer information. Correct use of NRT and Skills Assure logos must be deployed on all documentation where appropriate, and in accordance with usage guidelines. Refer to guidelines in the relevant folders for details.

The details in the footer of each document must reflect the title of document, version number and date

Prior to approval, all documents are reviewed by the Director for compliance with:

- appropriate guidelines
- other relevant sources of information
- the relevant parts of the Standards of Registered Training Organisations (RTOs) 2015

Approval is not granted until this review process is complete. When approval for a new or amended document occurs the document register must be updated, and/or recorded in the continuous improvement register if required.

Reviewing and amending documents

All documents are reviewed at least annually through the Continuous improvement policy and procedure. Amendments are implemented in accordance with this policy and procedure.

Any documents that are being amended must follow the same process outlined in creating documents above. The Director is the only person who has the authority to instigate any amendments to these documents. All documents that have gone through the Version control process must include information to indicate this.

Website information is to be created/ amended in accordance any relevant document creations or amendments.

- Footer information is not required for the website.
- The website must contain all required information, including the RTO name, legal name of the organisation and RTO number at least on the front page.

Storing documents

Once a document has been created or amended and approved by the Director it must be then placed in the appropriate, current Dropbox folder for use. A word and PDF version of each current document are saved and maintained.

The old version must be placed in the archive folder as a pdf document. A maximum of five old pdf versions are maintained in each archive folder. Under no circumstances should staff use documents placed in the archive folder.

Relevant pdf documents that are able to be circulated publicly should be password protected. All documents are backed up weekly and stored on and off site.

Accessing documents

All staff are able to access and/or print the current relevant documents from the Dropbox file management system. Staff must check to ensure the document is the current version before utilisation.

The document register contained in the version control file management system will indicate the current version. If in doubt seek clarification with the Director.

22. COMPETENT FIRST DOOR STAFF

Competent First Door Staff Policy

Version 3, dated August 2021

First Door employs industry experienced facilitators to provide training and assessment relating to the scope of delivery. First Door will ensure that all staff delivering and/or assessing VET will meet the requirements (of the relevant Training Package or course) before beginning delivery and/or assessment.

This policy is implemented in compliance with the requirements of the Standards of Registered Training Organisations (RTOs) 2015, Standard 1. *Trainers and assessors* 1.13 - 1.24

Office staff may be employed to provide administrative support to the training and assessment services and all staff are responsible for ensuring compliance with the requirements of the STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (RTOS) 2015.

Recruitment of staff will be guided by the following principles:

- All prospective staff will be made aware during recruitment that they will undergo a VET and First Door induction process if employed by First Door.
- Any Trainer recruited to deliver and assess a particular qualification will either meet the requirements of the relevant Training Package or course or have the ability to meet this standard before commencing the delivery and assessment of the qualification.
- All staff will be monitored in regard to their performance in delivering and assessing vocational education and training.

Position description (including selection criteria) reflecting the organisational structure and business goals of First Door are devised, reviewed and amended, if necessary, by the Director in consultation with appropriate personnel.

Delegation of responsibilities, as well as the promotion and lateral movement of staff is undertaken by First Door's Director who ensure personnel are adequately qualified skilled and experienced to perform the work allocated to them.

Performance appraisal and review

All First Door team members will participate in a performance appraisal and review, at least annually with the Company Director. This review will:

- Evaluate the Employees continued performance in the position.
- Assess the Employee's ability to fulfil the duties and responsibilities of the role and the Employee's success in meeting the Key Performance Indicators, as detailed in the job role description.
- Evaluate the Employee's commitment to the position and to the achievement of First Door's goals and objectives.
- Identify training and professional development needs and opportunities to assist the Employee to further develop in the position.
- Identify areas of achievement and success in the position.

23. INDUCTION OF FIRST DOOR STAFF & PARTNERS

The induction procedure will be conducted according to the Induction checklist and include an introduction to the:

- The vision, mission, values and objectives of First Door
- VET quality systems operating within First Door
- VET courses in First Door
- roles and responsibilities of an RTO under the STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (RTOS) 2015
- information on relevant legislation and related rights and responsibilities
- information for staff about legislation and its impact on the way they work
- information for students that describes how legislation affects their participation in education and training
- human resource requirements for VET
- professional development roles and responsibilities for staff and First Door
- relevant policies and procedures of First Door relating to VET
- relevant Training Packages
- training and assessing resources
- requirements of competency-based training and assessment
- requirements for Apprenticeships/Traineeships (if applicable)
- access and equity policy and staff responsibilities in regard to access and equity
- occupational safety and health induction
- plans for conducting internal audits to identify any potential breaches of legislation

24. TEAM INCLUSION AND EFFECTIVENESS

First Door team members function autonomously and all have separate workplaces. Our team comprises of part time employees and contractors that may have other employment. Procedures are required for all team members to feel included and valued within the team, and for the team to have opportunities to regularly collaborate to share insights, knowledge and ideas towards the quality improvement and growth of First Door.

Team Inclusion and Effectiveness Policy

Version 2, dated 2 August 2021

Characteristics of an inclusive workplace

An inclusive workplace is a work environment that values the individual and group differences within its work force. It enables a company to embrace the diversity of backgrounds and perspectives of the team members, which in turn increases their talent, innovation, creativity and contributions.

An inclusive workplace ensures each team member feels valued, a sense of belonging and included in the workforce instead of isolated or excluded. This creates psychological safety where each member of the team has a real voice and is able to communicate openly, sharing ideas and feedback.

Everybody has equal access to opportunities. There is also information and knowledge sharing as well as shared accountability and responsibility.

Responsibility to implement policy

It is the responsibility of the First Door Director and all team members to utilise the following procedures for our team inclusion and effectiveness.

Note: the term '*team members*' is used to describe all First Door employees and contractors.

Responsibility of the Director

1. Selection and performance review of First Door employees and contractors

Selection of First Door employees and contractors is based on a non-discriminatory process and is designed to ensure the selected person is able to perform their role requirements and achieve Key Performance Indicators. Each team member is required to have industry currency, vocational competency, relevant qualifications and experience. The selected person's ability to work with reasonable flexibility and to further develop professionally to contribute effectively within the First Door team is also considered.

Review consists of an annual Contract review and six monthly KPI review following contract start date for all contractors and employees.

2. Induction process for First Door Contractors

The Contractor induction checklist will be commenced following signing of the contract and is relevant to the requirements of the job role, e.g. if the role relates to RTO delivery of Nationally Recognised Training. Key induction processes include but are not limited to:

- Role Description and Key Performance Indicators
- Contract overviewed and signed
- The vision, mission, values and objectives of First Door
- First Door Code of Practice, Team Charter and Policies and Procedures
- Administration processes for job role
- Training relevant to the role (e.g. this may include participating in First Door workshops if the role relates to workshop facilitation)

3. Provide necessary systems for inclusive and effective team function as outlined in this policy

Responsibilities of all team members

Current and relevant industry skills, competencies, qualification requirements are held as required to perform their role as contractor or employee. In addition, each team member is responsible for:

1. Team communication procedures:

- a. All employees and contractors are to attend quarterly whole team planning meetings in mid January, April, July and October each year (unless an apology is received in advance)
- b. All First Door team members are to stay current with the information posted on First Door team channels on Slack. Slack is used as a collaboration tool for quality improvement, and for each team member to contribute in order to share knowledge and information relevant to the whole team and their role with First Door
- c. All team members will participate in hot desk days and meetings with focus groups and with Company Director, as mutually agreed and as required
- d. Each team member is responsible for giving and receiving feedback and using reflective practice at meetings, and as required

2. Industry connection and networking:

To keep abreast of industry needs, research and trends, each team person is responsible for maintaining industry connection and seeking networking opportunities, e.g.

- o Participating in relevant networking events and at least one First Door Directors Network event each year
- o Reading of current research and trends relevant to role/team e.g. through LinkedIn and Google Scholar
- o Collaboration with leading industry stakeholders

3. Knowledge sharing procedures:

- a. Each team member is to regularly use and contribute to Slack as a knowledge sharing and communication tool to provide feedback and share ideas and information.
- b. It is expected that each employee will check for, read and acknowledge all direct messages and relevant messages on Slack team channels, each day on weekdays.
- c. Any tasks to be completed by team members relating to the Facebook post are followed up with an email call to action.
- d. Each team member is to document a key learning summary at least once each term (relating to their own professional learning, e.g. from networking or professional learning). and share to the Team Facebook group.

4. Inclusive and effective team function

The team explores and engages in ways to stay better connected from different locations e.g. participating in online focus group meetings, and:

- a. all team members and their partner/ family are invited to regular, informal social functions each term
- b. the quarterly whole team planning meeting to collaborate together using reflective practice to develop an ongoing team performance plan to establish current:
 - o Team goals to be achieved
 - o Actions/strategies required to achieve goals - by who and by when
 - o Support to be provided
 - o Methods of evaluation

Feedback procedure

All team members are encouraged to communicate directly with the relevant person/people to provide feedback on the situation/behaviour and how it impacts you or the team or Company. Feedback is to be provided following the eight-step feedback process:

1. Introduce the conversation
2. Empathise with situation
3. Describe the observed behaviour – “I’ve noticed...”
4. State the impact of the behaviour
5. Have some dialogue - ask the other person for his/her perception of the situation
6. Make a suggestion or request to improve the situation being forward focused
7. Build an agreement on next steps
8. Say thank you

Feedback from another team member is to be received non-defensively on the understanding of both people respectful of the viewpoint of the other person and forward focused.

Grievance and complaints procedure

Follow the process outlined in the Human Rights Commission, *Good practice guidelines for internal complaint processes*. Refer to:

https://www.humanrights.gov.au/sites/default/files/GPGB_good_practice_guidelines_0.pdf

Related policies

- Competent First Door staff
- Induction of First Door Staff and Partners
- Ongoing Development and Training

Links to regulations or legislation

Standards for Registered Training Organisations (RTOs) 2015

Part 2 Training and assessment

Standard 1: The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses

Standard 2. The operations of the RTO are quality assured.

Part 4 Governance and Administration

Standard 7: The RTO has effective governance and administration arrangements in place.

Sources used to develop policy

Candid Culture. Eight-Step Feedback Formula

Retrieved from:

<http://candidculture.com/2013/09/30/the-feedback-formula-give-feedback-intwo-minutes-or-less/>

Frank, M. April 13, 2017. Inclusive leadership and agile leadership

Retrieved from:

<https://www.linkedin.com/pulse/inclusive-leadership-agile-maureen-frank/>

Human Rights Commission, *Good practice guidelines for internal complaint processes*.

Retrieved from:

https://www.humanrights.gov.au/sites/default/files/GPGB_good_practice_guidelines_0.pdf

Video:

Price, D. & Blanche, A. *Not Me, We. How Inclusive and Diverse Teams Represent the Future*.

<https://www.atlassian.com/company/events/summit-europe/watch-sessions/2017/teams-innovation/not-me-we-how-inclusive-and-diverse-teams-represent-the-future>

25. ONGOING DEVELOPMENT AND MONITORING

Ongoing Development & Monitoring Policy

Established January 2013, reviewed September 2017

Professional development is about the importance of assisting VET facilitators to maintain and enhance their vocational skills over time. This learning may take place in one of the following categories:

- Formal structured training and professional development
- Non-formal learning (i.e. in-house training)
- Informal learning resulting from networks, mentoring, industry journals, websites, working with other trainers, hobby or leisure activities.

Recording plans and progress for vocational skills professional development is an important and ongoing responsibility of First Door.

26. ENROLMENT PROCESS



Enrolment Policy

Version 3, dated August 2021

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 (VET Investment Programs Funding)
2. Certificate III Guarantee (VET Investment Programs Funding)
3. Higher Level Skills (VET Investment Programs Funding); and
4. Apprenticeship and Traineeship (User Choice Funding)

Pre-Enrolment: Student procedures

Prospective students are required to complete the First Door HLS or C3G application form and an enrolment form to determine funding eligibility prior to commencing training and assessment. Information required to be collected to determine eligibility includes:

1. Signed 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

Pre-Enrolment: Staff procedures

Prior to enrolment, First Door staff are required to:

1. Discuss funding options with the prospective student/s outlining Government funding options and funding pre-requisites such as:
 - a) Whether the student has any previous qualifications which preclude them from applying for funding
 - b) Whether the student is currently enrolled in another course
2. The prospective student is then provided with the First Door enrolment and Government Funding Application forms for completion.
3. Completed forms are to be emailed to First Door administration for processing.
4. Once received via email, administration is required to invoice student for non-refundable \$175 Enrolment fee (unless the student is enrolling as a Apprentice or Trainee).
5. Load student details in WiseNet, ensuring all AV fields are completed.

For students applying for Government funding: Staff procedures

1. Process checks in DETConnect, AISS search to determine student eligibility.
2. A copy of the search results is to be printed and attached to the prospective student's HLS or C3G application form.
3. If the search determines that an applicant is currently enrolled in another course then administration will email and advise that evidence of withdrawal from the course is required prior to enrolment (except if it is with an RTO which is no longer operating).
4. To support the applicant to be able to provide evidence, administration is able to provide the applicant with a '*Request for course enrolment withdrawal*' form to be completed and signed by the student.
5. If requested by the student, administration emails the completed '*Request for course enrolment withdrawal*' form to the previous RTO/s as an attachment in an email.
6. Print and keep a copy of the completed and signed student '*Request for course enrolment withdrawal*' form and a copy of the sent email to the previous RTO. Attach both of these, as additional evidence, to the Government funding application form and AISS search results.

27. STUDENT FEES

Student Fees Policy

Version 4, dated August 2021



This policy is implemented in compliance with the requirements of the Standards of Registered Training Organisations (RTOs) 2015, Standard 5. Clause 5.3

A current Fee Schedule is available to all students in the student handbook and/or on First Door's website, prior to enrolment. The Fee Schedule details all fees relating to enrolment, ongoing course completion and the total course cost.

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

1. **Fee for Service** means that the fees charges are set by First Door. We endeavor to offer appropriate fee prices and valued courses to our clients, while ensuring the costs of providing quality training and maintaining compliance with regulatory bodies is covered.
2. **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.

Other fees and charges

Incidental fees and administration charges are listed on First Door's Fees Schedule. Items on this list include fees pertaining to the replacement of lost certificates.

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.

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, for example by RPL or Credit Transfer, then my payment plan may need to be adjusted accordingly.
- 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 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, 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 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

Full refund

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:

- single carer status and dependents living with you
- unexpected medical or other health issues, especially if likely to be prolonged
- long term unemployed
- without income through recent loss of job
- 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. Learner requests Financial Hardship Form from First Door Administration
2. Completed form to be returned to First Door Administration
3. Application to be considered within 5 working days;
4. Outcome of Application sent to learner in writing (may also include verbal confirmation over the phone)
5. Student to decide whether to proceed with enrolment or not
6. 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.

28. ACCESS AND EQUITY



Access and Equity Policy

Version 2, dated September 2017

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.

29. CONFIDENTIALITY



Privacy Policy

Version 2, dated September 2017

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.

30. NATIONAL UNIQUE STUDENT IDENTIFIER



Unique Student Identifier Policy

Version 3, dated August 2021

The Australian Government requires all students undertaking nationally recognised training leading to a Vocational Education and Training (VET) qualification to have a Unique Student Identifier (USI). The USI allows students to access their enrolment and achievement record online through the USI Transcript Service for all VET learning completed from 1 January 2015.

The USI stays with a student for life and allows a student to see their training results from all providers. First Door must have a verified USI for each student:

- on, or before enrolment in a VET course
- before they can be issued with a qualification and/or statement of attainment

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:

1. Complete the USI application form requesting First Door to create a USI on their behalf
2. Provide a valid Australian form of ID from the list below:
 - Driver's Licence
 - Medicare Card
 - Australian Passport
 - Visa (with Non-Australian Passport)
 - Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
 - Certificate Of Registration by Descent
 - Citizenship Certificate
 - ImmiCard

31. RECOGNITION OF AQF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT



Recognition of Qualifications Policy

Version 2, dated August 2021

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.

32. RECOGNITION OF PRIOR LEARNING



Recognition of Prior Learning Policy

Version 3, dated August 2021

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

33. STUDENT ASSESSMENT PROCESS



Student Assessment Process Policy

Version 3, dated August 2021

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 1st or the 15th 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 by 4pm on due date. Due date is shown on the student's training plan and is either on the 1st or 15th 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 using 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).

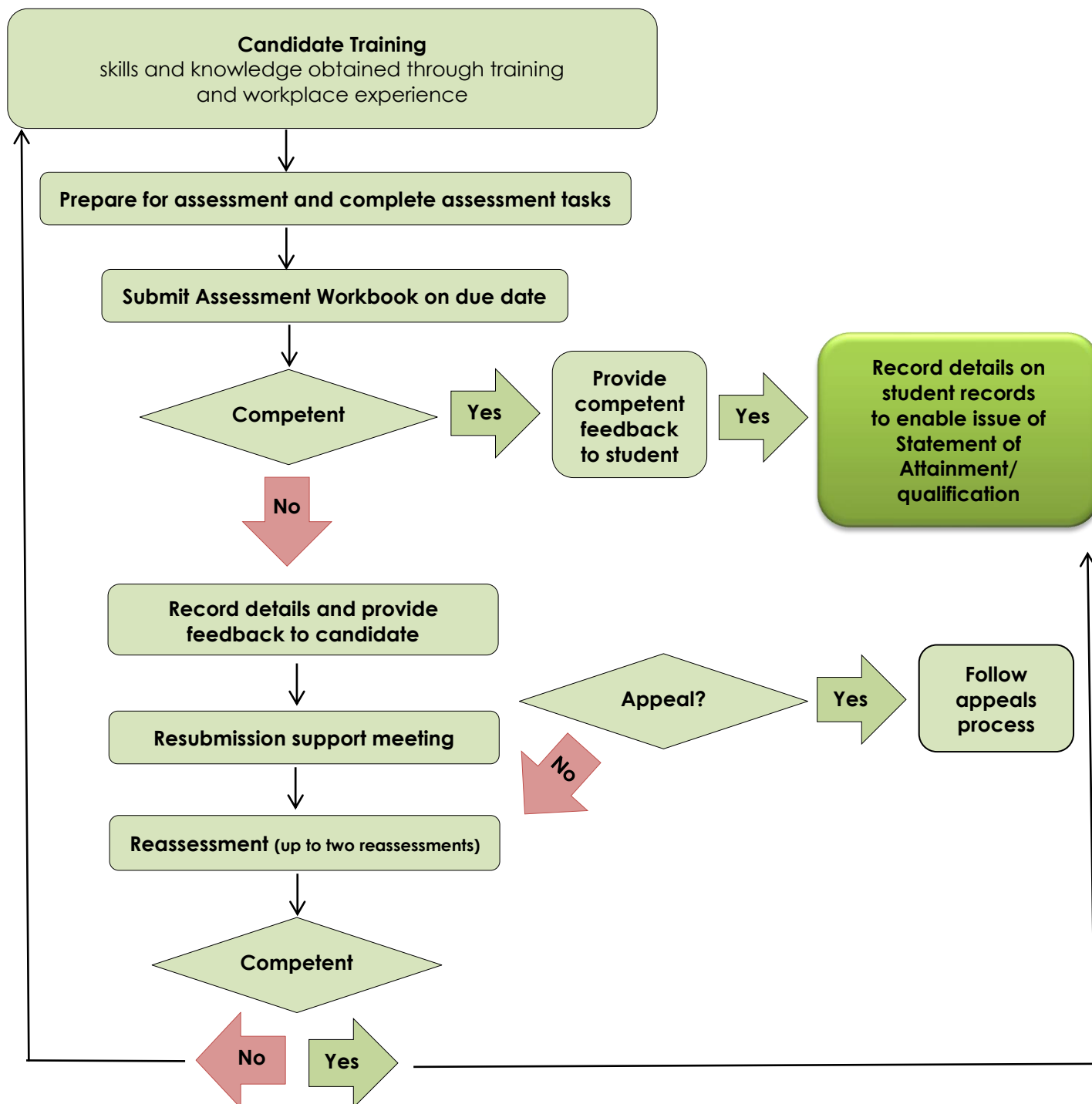
Implications of overdue assessments for the student

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



34. STUDENT ENGAGEMENT & COURSE PROGRESS



Student Engagement & Course Progress Policy

Version 3, dated August 2021

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

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.

35. STUDENT SUPPORT SERVICES



Student Support Services Policy Version 3, dated August 2021

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 assess a perspective student's 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's individual needs.

Refer to:

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

36. STUDENT INFORMATION



Student Information Policy

Version 3, dated August 2021

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