

first  
door

Early Childhood  
Professional Learning

# Student Handbook

**CHC30113 Certificate III in Early Childhood Education and Care**

**CHC50113 Diploma of Early Childhood Education and Care**

**BSB51918 Diploma of Leadership and Management**



**Nationally Recognised Training RTO code 40782**

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

*Because each child deserves your best*



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# About us

## Our people



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

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

### Company Director: Andrea Isitt

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

Andrea's career in leadership and Early Childhood education began 25 years ago, as the founder and Director of the franchised Company 'The Learning Years Ltd' that promoted parents as first teachers. She has extensive experience in training and developing people, teams and businesses, with a focus on shared vision, collaboration and growth. Andrea is an Industry Reference group member for the Workforce Council, and is also qualified with a Diploma of Leadership and Management, Certificate IV in Training and Assessment, and a Bachelor of Training and Development.



## Our Mission Statement: *'Seeing each child flourish'*

### **Purpose – why we are here**

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

### **Identity – who we are**

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

### **What we do – *'because each child deserves your best'***

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

To achieve this, we:

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

# First Door code of practice

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

## Privacy, access and equity standards

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

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

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

## Education standards

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

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

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

## Ethical and professional standards

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

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

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

## Sanctions

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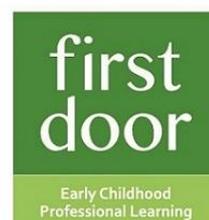
First Door will honour all standards outlined in this Code of Practice. We understand that if we do not meet the obligation of this Code of Practice or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

## Further reference

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

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



# Student related policies

## Student Standards

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

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

These standards include but are not restricted to:

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

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

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

## Student Information Policy

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

This will include:

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

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

## National Unique Student Identifier

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

## Course Information

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

## Enrolment Policy

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

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

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

## Course Information

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

## Government Funding

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

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

## Pre-Enrolment: Student procedures

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

1. Signed HLS or C3G application form with declaration (on application form) that the applicant does not hold and are not currently enrolled in an equal or higher-level qualification
2. Advice of any previous surname/s
3. Evidence aged over 15 years and have finished school, e.g. Birth certificate or passport
4. Evidence of residency, e.g. QLD Drivers licence, Medicare card
5. Confirmation of highest achieved qualification details
6. Confirmation of any Nationally Recognised Training courses from Certificate 3 level that the applicant has previously enrolled in
7. Evidence of withdrawal from any courses the student is currently enrolled in (or attached completed Student Withdrawal Application Form)
8. Concession eligibility evidence, e.g. current Healthcare card

## Student Fees

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

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

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

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

## Student Prepaid Fee Protection

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

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

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

All student fees paid in advance are protected.

## Fee schedule

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

Qualification and funding options	Payable by invoice on Enrolment	Monthly Direct Debit Payment	No. of monthly payments	Total Course Cost
<b>Diploma of Early Childhood Education and Care Higher Level Skills - Govt funded</b>	Enrolment: \$0 1 <sup>st</sup> unit: \$25	\$25	27	\$700 course cost: 28 units at \$25 per unit
<b>Diploma of Early Childhood Education and Care Full fee paying</b>	Enrolment: \$175 + 1 <sup>st</sup> unit: \$195	\$195	26	\$5,440 course cost: 27 units at \$195 per unit + HLTAID004 unit fee
<b>Certificate III in Early Childhood Education and Care Fee free for Year 12 graduates - Govt funded</b>	\$0	-	-	\$0 course cost
<b>Certificate III in Early Childhood Education and Care Certificate 3 Guarantee - Govt funded</b>	Enrolment: \$0 1 <sup>st</sup> unit: \$25	\$25	17	\$450 course cost: 18 units at \$25 per unit
<b>Certificate III in Early Childhood Education and Care Full fee paying</b>	Enrolment: \$175 + 1 <sup>st</sup> unit: \$195	\$195	16	\$3,490 course cost: 17 units at \$195 per unit + HLTAID004 unit fee
<b>Diploma of Leadership and Management</b>	Enrolment: \$175 + 1 <sup>st</sup> unit: \$230	\$230	11	\$2,935 total course cost 12 units at \$230 per unit

Apprentice & Trainee funding option	Payable by invoice on Enrolment	Monthly Direct Debit Payment	No. of monthly payments	Total Course Cost
<b>Certificate III in Early Childhood Education and Care Traineeship student: school student or Year 12 Graduate</b>	\$0	-	-	\$0 course cost
<b>Certificate III or Diploma of Early Childhood E&amp;C Free for Under 21s training as trainee or apprentice</b>	\$0	-	-	\$0 course cost
<b>Certificate III in Early Childhood Education and Care Traineeship student</b>	Enrolment: \$0 1 <sup>st</sup> unit: \$83	\$83	17	\$1,494 course cost: 18 units at \$83 per unit
<b>Diploma of Early Childhood Education and Care Apprenticeship student</b>	Enrolment: \$0 1 <sup>st</sup> unit: \$112	\$112	27	\$3,136 course cost: 28 units at \$112 per unit

### Fee Schedule Note:

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

## Other fees and charges

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

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

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

### Recognition of Prior Learning (RPL) \$165 per unit

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

### Issuing Replacement Certificates \$20 per certificate

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

### Work Placement fee \$95

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

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

## Fee charging and payment

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

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.

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

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

## Fee Refunds

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

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

If a student provides seven days' notice to cancel prior to the course starting date, they will receive a full refund of any unit fees paid in advance. The enrolment fee paid by the student for the enrolment process and access to resources is non-refundable.

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

If the student still does not commence or submit work within the agreed course timeframe, they will be deemed to be inactive and will have their enrolment terminated without fee refund. First Door will ensure we have followed student support processes to assist the student in completing the course before terminating the course enrolment.

## Financial hardship

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

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

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

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

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

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

### Financial Hardship Procedure

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

## Access and Equity Policy

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

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

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

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

## Confidentiality and Privacy

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

Students have access to their personal records when requested.

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

## Privacy Policy

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

### Collection of your personal information

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

### Sharing of student personal information

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

### Use of student personal information

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

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

### Changes to this privacy policy

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

### Accessing personal information

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

## Complaints and Appeals Policy

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

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

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

### Complaints or Appeals Procedure

#### Informal Complaints

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

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

#### Formal Complaints and Appeals

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

- provide the complainant with the complaints/appeals form and instruct to complete details of their issue
- the complaint and its outcome shall be recorded in writing
- on receipt of a formal complaint First Door Director shall convene an independent panel to hear the complaint; this shall be the 'complaint committee'
- the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
  - First Door
  - an independent person
- review their competency report / assessment / evaluation
- interview the complainant – the complainant will be allowed advocacy rights and will be provided with an opportunity to formally put their case
- the complaint committee will make a decision on the complaint

- where appropriate, provide the complainant with an opportunity for re-assessment
- provide a written statement, including reasons for the decision, to the complainant within five working days of making its decision
- the formal complaint/appeal and subsequent outcomes will be recorded in detail and maintained on file by the RTO
- if necessary, the circumstances and information surrounding the issue is investigated to the level warranted by its severity

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

#### **Unsettled Complaints or Appeals**

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

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

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

#### **Confidentiality**

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

#### **Records**

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

## **Monitoring and Improvements**

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

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

## **Recognition of Qualifications Policy**

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

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

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

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

## **Recognition of Prior Learning Policy**

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

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

- provide the student with copies of an RPL Application Form
- provide the student with information about the types of evidence that can be used to support an RPL application and any assessment required
- make a prompt decision and notify students of the outcome of the RPL process
- update the student's records if RPL is granted

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

- compliance with the assessment guidelines from the relevant Training Package or accredited course
- assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- assessment complies with the principles of competency-based assessment (i.e. assessment is valid, reliable, flexible)

- and fair) and informs the student of the context and purpose of the assessment
- the rules of evidence (valid, sufficient, current and authentic) guide the collection of evidence to support the principles of validity and reliability.
- there is a focus on the recognition of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- timely and appropriate feedback is given to students
- assessment complies with First Door's access and equity policy

## Assessment and Progress Policy

### Training and Assessment Standards

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

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

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

**In providing assessment feedback to students, First Door ensures:**

- timely and appropriate feedback is given to students within two weeks of submission
- assessment complies with First Door's access and equity policy
- all students have access to two reassessments or to appeal their assessment rating

### Student standards for assessment

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

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

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

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

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

### Structured training plan assessment process

The structured plan provides students with a monthly timetable to work through a course unit each month, excluding December (unless the student opts to complete an eLearning unit over this period). The structured training plan assists students to stay focused and motivated, with due dates to submit their assessment work.

Units are usually completed on a monthly cycle. At the beginning of each monthly cycle, students receive access to their new unit resources on the student eLearning portal. Brisbane based students are also able to attend an interactive workshop, if applicable. A workplace mentoring meeting occurs mid-month and the assessment workbook is due at the end of each monthly cycle.

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

#### Week 1: Unit start

- On the business day before unit start/workshop date, students receive access to the unit's resources, video tutorials and assessment guides for the unit they are commencing through our student eLearning portal.
- The due date for this assessment is listed on the student's training plan and is generally the Monday of the week of their next unit start date.

**Week 2: Preparation**

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

**Week 3: Mentoring meeting**

- When students are approximately halfway through their assessment, they should contact their personal mentor to arrange their mentoring meeting. This meeting should be completed prior to the student submitting their assessment.
- This meeting enables the mentor/assessor to discuss the oral questions and/or to observe the practical skills as listed in the assessment workbook, and is required for the student to demonstrate competence.
- Students can ask questions and seek feedback about their assessment work at this meeting, or by phoning or emailing their mentor as per the arrangements in their mentoring agreement.

**Week 4: Due date**

- Students are to submit their completed assessment workbook by email to [assessment@firstdoor.com.au](mailto:assessment@firstdoor.com.au) by due date.
- If a student requires an extension of due date this should be requested and approved by the mentor prior to the assessment due date.

**Week 5: Overdue**

- Students are encouraged to contact their mentor for study support, or to discuss any issues and concerns resulting in the overdue assessment.
- Students also have the option to book a study support session on Saturday mornings from 10am – 12pm by phone/zoom meeting, for additional support to aid training and assessment completion.

**Week 6: Two weeks overdue**

- The mentor discusses the overdue assessment with the student at the next mentoring meeting to establish how the student can be supported to complete the assessment.
- If necessary, an appropriate extension of due date is arranged based on the student's requirements.

## Overdue assessment process

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

- When a student has **two units overdue**, an agreement is to be made with the mentor with achievable, extended due dates for overdue assessment work. If required, an arrangement is made to pause the student's training plan to delay commencing their next scheduled unit/s. A 'paused' student cannot commence their next unit of study until all overdue assessment workbooks have been submitted.
- If a student has **three units outstanding/overdue assessment workbooks**, the student is advised that they cannot commence the next unit until they have submitted the required overdue assessment workbooks.

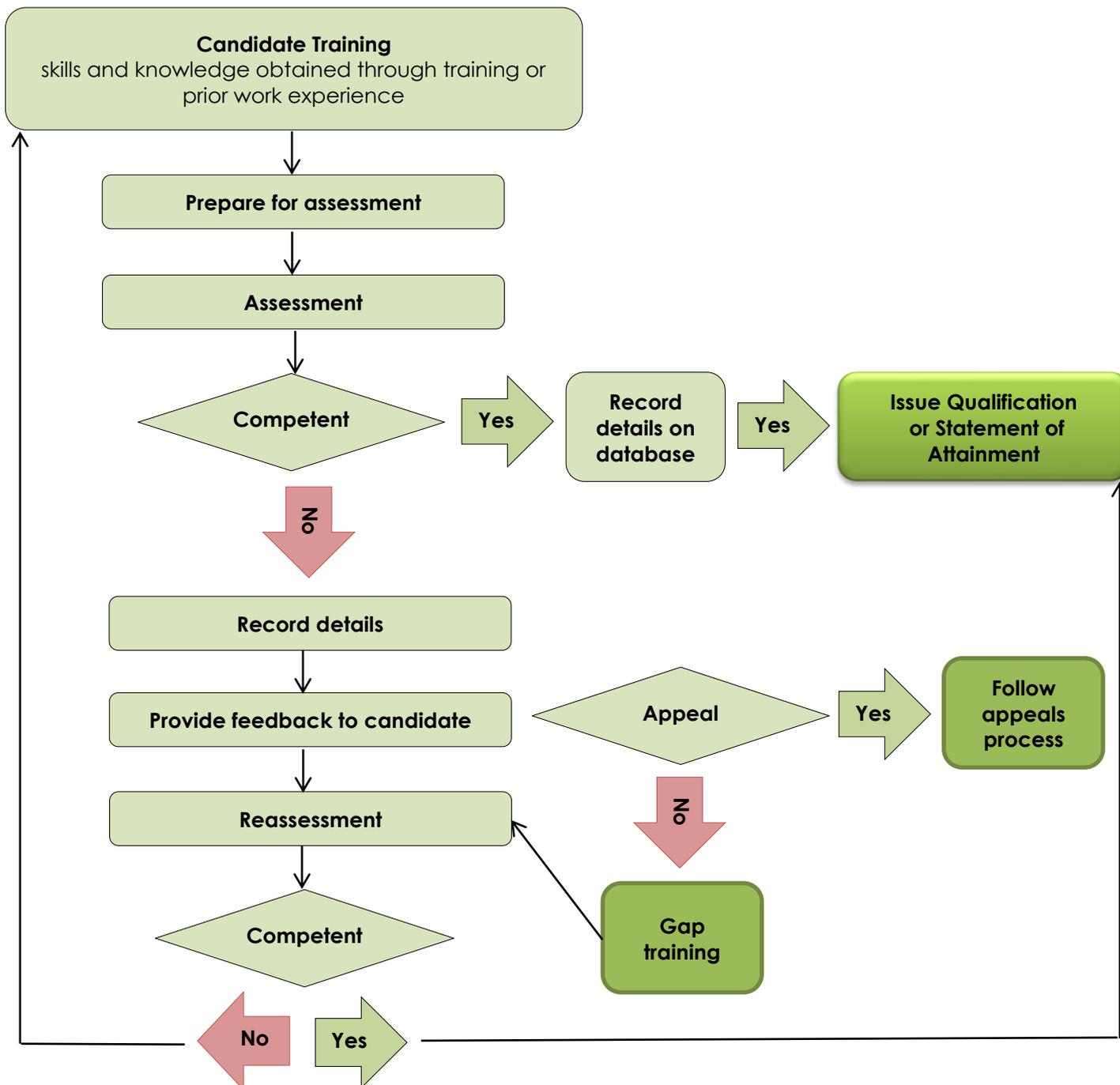
**Please note:** if a student's training plan is paused due to lack of completion of their assessment workbooks, it is still expected that students will fulfill their monthly fee obligation. If a student is experiencing financial hardship this should be managed in accordance with the Financial Hardship process outlined within the Student Fees policy.

If a student cannot fulfil payment obligations when their training plan is paused, they are to consider deferring or withdrawing from the course until these obligations can be met again.

## Advice of student assessment progress towards qualification

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

## Assessment Overview



## Student Engagement

### Employer Contribution to Student Learning

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

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

### Course Extension

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

### Assessment due dates

First Door encourages students to be motivated, accountable and focused by setting assessment due dates. Flexi plan assessment due dates are self-directed. These are arranged at the monthly mentoring meetings and are detailed in the student's records. The structured plan assessment dates are set by First Door and are detailed in the student's training plan. Assessments are required to be received by First Door by due date unless an extension request is received and accepted.

### Assessment extension requests

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

## Student Support Services Policy

### Supporting Student Individual Needs

A comprehensive enrolment process will establish individual student needs. If any particular learning needs are identified that may hinder learning and/or typical progress, then our Student Needs process is commenced.

A mentoring meeting will be undertaken for each unit, in a manner which suits the student's circumstances, which will lead to effective monitoring of training and assessment. Students can ask questions and seek feedback about their assessment work at this meeting, or by phoning or emailing their mentor as per the arrangements in their mentoring agreement.

Students also have the option to book a study support session on Saturday mornings between 10am – 12pm by phone/zoom meeting. This meeting is for additional support over the weekend to aid training and assessment completion.

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

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

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

### Language, Literacy and Numeracy (LLN)

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

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

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

### Flexible Learning and Assessment Procedures

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

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

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