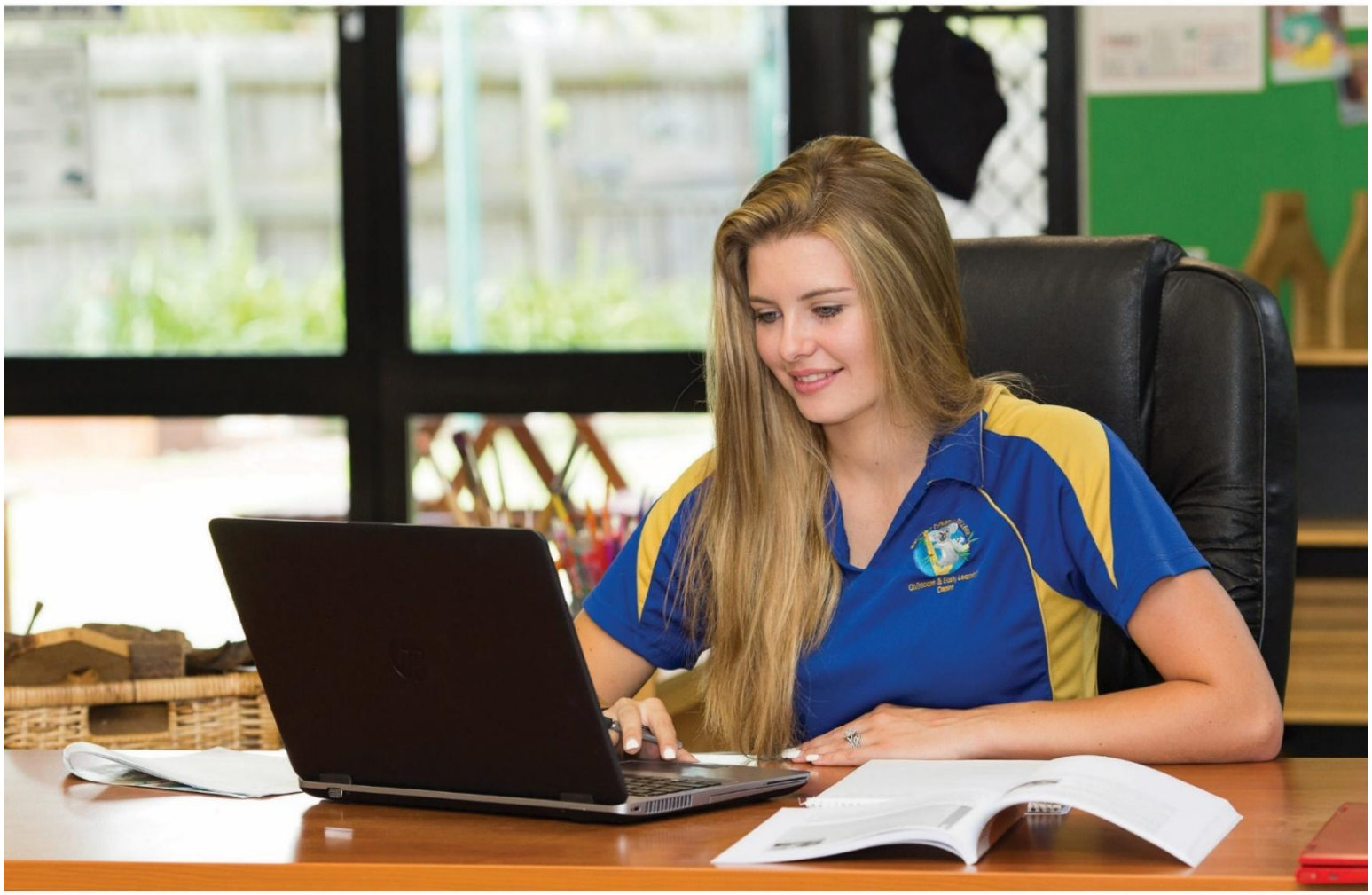
first door

Early Childhood Professional Learning

Student Handbook

Your guide to studying with First Door



Nationally Recognised Training RTO code 40782

www.firstdoor.com.au

Because each child deserves your best

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Welcome to First Door

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

Before enrolment: you'll receive our Course guide and this Student Handbook. We're available to answer your questions and support you to complete your enrolment application.

After enrolment confirmation: your welcome meeting supports you as a new student to feel comfortable with getting started in your course. You will receive an online course with our current Educators Course Guide and Student Handbook along with other course resources, so you are able to refer back to this information when you need to.

This Student Handbook

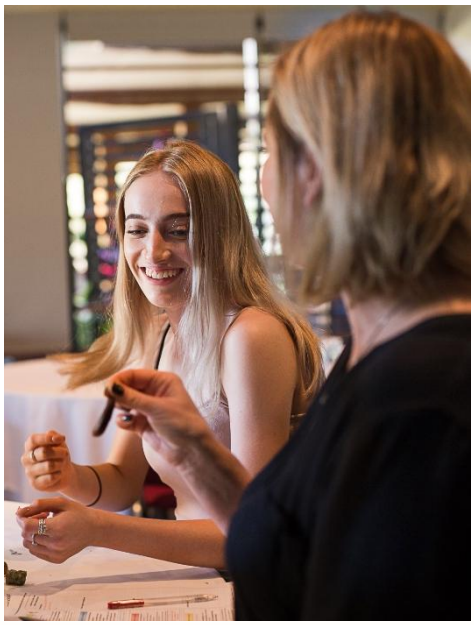
has formal information to help you:

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

Educators Course Guide

for practical course information:

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



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

Phone: **07 3204 4336** or Email: **flourish@firstdoor.com.au**

Early Childhood student enrolment process

A guide to the 7 steps involved:

1. **Complete all sections of our online enrolment application**
   Please also attach the required ID and evidence.
   If applicable, describe brief details of your prior learning, relevant experience and skills.

2. **Receive our email & start your online foundation course**
   This free course is a resource for you to complete and refer back to. It's designed to support you with important foundation knowledge for your role as an educator.

3. **Complete communication processes with our Enrolment Coordinator**
   Check for emails from firstdoor.com.au as our Enrolment Coordinator will contact you for any information and course suitability checks required for your enrolment.

4. **Funding and fee payment arrangements are made**
   If course fees are required, the starter fee payment or course fee is processed from your provided card/account details. For the monthly payment plan option, you will also need to complete the fees arrangement form before we can confirm your enrolment.

5. **Receive Confirmation of Enrolment and book your welcome meeting with your personal mentor**
   You will receive an email with an official confirmation of your enrolment on successful completion of steps 1 - 4.

6. **Complete the welcome meeting using your laptop**
   Your welcome meeting is either in person or online with your mentor. This meeting explains important processes for studying with First Door and this information is shared using your laptop/computer. Your training plan is completed then you'll receive access to your first unit.

7. **Start your first unit!**
   Start your first unit's online course and assessment tasks. Your personal mentor will check in with you and you're able to reach out to her for study support as needed.

Nationally Recognised Training

Skills Assure
Proud to be a Queensland Government subsidised training provider

About us

Our people

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

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

Company Director: Andrea Isitt

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

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

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

Purpose – why we are here

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

Identity – who we are

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

What we do

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

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

First Door code of practice

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

Privacy, access and equity standards

The Company First Door and its personnel will:

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

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

Education standards

The Company First Door and its personnel act to:

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

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

Ethical and professional standards

The Company First Door and its personnel act to:

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

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

Sanctions

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

Further reference

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

For information is available through the website of Australian Skills Quality Authority (ASQA) at www.asqa.gov.au 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) 2025.*

Student related policies

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

1. **Access to information** – page 8
2. **Your rights as a student** – page 15
3. **Shared responsibilities** – page 19
4. **Our support for your success** – page 25

1. Access to information

Student Information Policy

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

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

This will include:

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

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

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

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

Students are also able to request any of this information by phone or by emailing admin@firstdoor.com.au

National Unique Student Identifier

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

Enrolment Policy

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

Our enrolment process requires potential students to complete an enrolment 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 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 and onboarding 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

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. Specific course information is provided on our website for all of courses we currently offer. We also provide prospective students with a pdf version of our course guide and student handbook prior to enrolment. First Door provides opportunities for enrolling students to discuss and clarify any questions they may have regarding this course information, for example by phone in the arranged pre-enrolment conversation.

Queensland Government Subsidised Training

First Door is approved as a Skills Assure Supplier to provide Queensland Government subsidised training for CHC30125 *Certificate III in Early Childhood Education and Care,* and CHC50125 *Diploma of Early Childhood Education and Care* for eligible prospective students via:

1. Career Start – Traineeship Pathway
2. Career Start – General Training Pathway
3. Career Boost – Apprenticeship Pathway
4. Career Boost – General Training Pathway

Pre-Enrolment: Student procedures

Prospective students are required to complete the First Door online enrolment application to determine course suitability and Queensland Government subsidised training eligibility prior to commencing training and assessment. Required information to determine eligibility includes:

1. Complete the required course suitability and Language, Literacy and Numeracy (LLN) checks in the enrolment application, and if required to also participate in the pre-enrolment assessment conversation with First Door's Enrolment Coordinator.
2. Signed declaration (on the enrolment funding application form) that the applicant does not hold and are not currently enrolled in an equal or higher-level qualification
3. Advice of any previous surname/s
4. Evidence of residency and age, e.g., QLD Drivers licence, Medicare card
5. Evidence of age (if does not hold Drivers licence), if required for Government subsidised training, e.g. Birth certificate or passport
6. Confirmation of highest achieved qualification details and of any Nationally Recognised Training courses from Certificate 3 level that the applicant has previously enrolled in
8. Evidence of withdrawal from any courses the student is currently enrolled in (or completed Student Withdrawal Application Form)
9. Concession eligibility evidence if applicable, e.g., current Healthcare card

Following confirmation of enrolment

1. The enrolled student's mentor contacts the student to arrange a welcome meeting at a mutually suitable time. The welcome meeting is either in person, if location allows, or through an online meeting.
2. The draft training plan is reviewed and altered as needed, to then be saved as the student's training plan.
3. Access to the course qualification online welcome course with resources is provided by email and overviewed at the welcome meeting by the student's mentor.
4. The first unit's resources and assessment tasks are overviewed by the mentor at the student's welcome meeting.

Student Fees Policy

This policy is implemented in compliance with the requirements of the Compliance Standards for NVR Registered Training Organisations (2025) and the current Skills Assure Supplier policy and funding Programs.

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 DTET, as a result of First Door being a Skills Assure Supplier. Students are required to pay student contribution fees instead of full course fees, unless they are eligible to be fee-free students. Student contribution fees must be compliant with the relevant contract policy.

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'.

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 enrols with First Door.

First Door will not:
- accept more than $1000 prior to the commencement of a qualification; or
- collect more than $1500 for fees in advance from/for a learner, following commencement of enrolment

In accordance with Skills Assure Supplier policy 2025-2028, upfront charging and collection of the total Co-contribution fee is prohibited for Government subsidised students. First Door will only request up to 30% of the total Co-contribution fee cost upfront for the Course starter fee.

Course starter fee

The course starter fee must be paid to receive confirmation of your enrolment and to get started in your course, unless your course fees are paid by your employer (e.g., for trainees or apprentices). This payment is made by the debit or credit card as provided on your enrolment form.

Government subsidised students:
The course starter fee pays for the cost of your first unit's fee, **OR** for your first four units if your unit fee is $10 or under.
NOTE: Government funded Early Childhood students do NOT pay the $175 enrolment fee. If you are an Under 25 fee-free trainee or apprentice, there is NO course starter fee.

Full fee-paying students only: (not payable for Government subsidised students)
The non-refundable course starter fee includes an enrolment fee of $195 and the first unit's fee.
- **CHC30125 Certificate III in ECEC - $470** course starter fee
- **CHC50125 Diploma of ECEC - $490** course starter fee

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 schedule (current as from 19/5/2026)

CHC30125 Certificate III in Early Childhood Education and Care: 17 units	Course starter fee at enrolment	Unit fee	Total course cost x17 units	Monthly payments
Career Start - General Training Pathway Co-contribution fee	**$40** for first 4 units	$10	**$170**	$32.50 for 4 months
Career Start - General Training Pathway – Concessional 40% subsidised co-contribution fee	**$16** for first 4 units	$4	**$68**	$26 for 2 months
Fee free Traineeship: for school-based trainees AND for people aged under 25 years	**$0**	$0	**$0**	N/A
Traineeship student 25+ years of age Student contribution fee	**$32 – first unit** [HLTWHS001]	$1.60 per nominal hour	**$1,980.80**	$139.20 14 payments
Traineeship student 25+ years of age – Concessional 40% student contribution fee	**$12.80 – first unit** [HLTWHS001 @ 40%]	$1.60 per nominal hour @ 40%	**$792.32**	$55.68 14 payments
Full fee-paying student x16 units + HLTAID012 first aid unit fee*	**$470** Enrolment fee $195 + first unit $275	$275	**$4,595***	$294.65 14 payments + HLTAID012 unit fee*

CHC50125 Diploma of Early Childhood Education and Care: 15 units	Course starter fee at enrolment	Unit Fee	Total course cost x 15 units	Monthly payments
Career Boost - General Training Pathway Co-contribution fee	**$40** for first 4 units	$10	**$150**	$55 for 2 months
Career Boost - General Training Pathway Concessional 40% subsidised co-contribution fee	**$16** for first 4 units	$4	**$60**	$22 for 2 months
Fee free Apprenticeship: for people aged under 25 years	**$0**	**$0**	**$0**	N/A
Apprenticeship student (25+ years of age) Student contribution fee	**$96 – first unit** [BSBPEF502]	$1.60 per nominal hour	**$2,044.80**	$139.20 14 payments
Apprenticeship 25+ years of age - Concessional 40% student contribution fee	**$38.40 – first unit** [BSBPEF502 @ 40%]	$1.60 per nominal hour @ 40%	**$817.92**	$55.68 14 payments
Full fee-paying student x15 units	**$490** Enrolment fee $195 + first unit $295	$295	**$4,620**	$295 14 payments

Fee charging and payment

First Door provides students with the option to pay your course fees in advance in the following two ways:

1. **On a monthly payment plan following the course starter fee**, using an automatic payment system linked to your nominated debit or credit card. Payment plans are required to:
   - **a)** maintain a regular minimum monthly payment, as detailed in your fees arrangement form.
   - **b)** be paid over a maximum of 14 monthly payments (if course fees are over $600).
   - **c)** All course fees must be paid in advance of training plan unit start dates, and in full prior to the completion of the final unit.
2. **In three instalments for full fee-paying students or trainees or apprentices over 25 years of age. Payment is to be made within two weeks of invoice date at:**
   - **enrolment** and prior to commencing training for the first third of the total course fees (with maximum of $1000).
   - **6 months** following course commencement for half of the remaining course fees.
   - **12 months** following course commencement for the final payment of remaining course fees.

NOTE: No more than $1500 can be paid for fees in advance.

A Student Fees Agreement is developed for each student when they enrol, so that they understand their financial obligations to First Door and can budget accordingly. Students will be issued an invoice detailing the full fees associated with their course enrolment.

Prior to confirmation of enrolment the following fees and documentation must be received by First Door,

- completed personalised Student Fees Agreement and monthly fee payment schedule
- non-refundable course starter fee for payment of first course unit/s (or for a minimum of three units if unit fees are $25 or less)
- non-refundable enrolment fee (for full-fee paying students only) as this is not required for Government funded students

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 if am progressing through my course faster than expected, then my payment plan may need to be adjusted accordingly.
- 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 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.

HLTAID012 First Aid unit fee payment: for Government subsidised students only

First Door does not provide training and assessment for the unit HLTAID012 *Provide First Aid in an education and care setting.* Completion of this unit is provided through a registered first aid training provider. The cost of this unit HLTAID012 fee is reimbursed by First Door, providing this fee has been paid by the Government subsidised student while they are enrolled with First Door.

The student must provide First Door with the following required evidence:

- the unit HLTAID012 has been completed as competent by providing the First Aid certificate
- completed credit transfer application form, with the bank details to reimburse the cost of the HLTAID012 unit fee
- the paid invoice from the training provider for the HLTAID012 unit fee

Government subsidised students pay the regular student contribution fee for this unit HLTAID012 to First Door. The cost of this unit is included in the student's fees arrangement.

Note: Full-fee paying students pay the cost of this HLTAID012 unit fee directly to the training provider instead of to First Door. The cost of this unit fee is NOT included in the full fee-paying student's fee arrangement, therefore they are NOT reimbursed for the cost of this.

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 refund of any unit fees paid in advance, excluding the unit/s paid within the course starter fee. The course starter fee paid by the student contributes towards the cost of the enrolment and welcome process, and is non-refundable.
3. As required under the Skills Assure Supplier Policy and Program Schedules, 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 Skills Assure Supplier Policy and Program Schedules. The Company Director may also devise payment plans for learners experiencing financial hardship. It is expected that learners will agree 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.

2. Your rights as a student

Access and Equity Policy

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

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

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

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

Confidentiality and Privacy Policy

First Door Training and Development Pty. Ltd. is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information. We comply with the Standards for RTOs 2025, Privacy Act 1988 and the Australian Privacy Principles.
Information about a student, except as required by law, or as outlined in our Policies and Procedures, 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 disclose information, this consent is kept on the student's records.

1. Collection of personal information
1.1 We collect personal information to provide and improve our services, including online courses, career qualifications, and customer support.
1.2 Information we collect may include:

- Name, contact details (email, phone number, address)
- Payment details for course enrolments, including credit card details if necessary to process payment
- Username, password, and login credentials
- Previous education and qualification history
- Support needs and communication records
- Technical data such as browser type, IP address/location, and device information
- Pages viewed while browsing the site, page access times and referring website address.

2. Use of personal information
2.1 This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you.
2.2 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 it for these new purposes only, data collected from the time of the policy change forward will adhere to our updated practices.
2.3 We use personal information to:

- Provide access to online courses, assessment, support, and qualifications
- Arrange traineeship and apprenticeship contract meetings
- Process payments and manage enrolments
- Provide required information for Government reporting
- Improve website functionality and customer experience
- Communicate updates, promotions, and service-related information
- Ensure security, fraud prevention, and compliance with legal obligations

3. Sharing of personal information
3.1 We may occasionally hire other companies to support our business operation. Those companies will be permitted to obtain only the personal information they need to deliver the service required. 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.
We may share your personal information with:

- Third-party service providers (e.g., payment processors, WiseNet, Cloud Assess, IT support)
- Regulatory authorities, as required by law
- Microsoft Clarity and Microsoft Advertising to analyse website usage and improve services

3.2 We take reasonable steps to ensure these third parties comply with confidentiality and privacy obligations.
3.3 Your course progress is regularly reported to your employer, through official records and in conversation with your personal mentor. Your employer also receives third party access to Cloud Assess and can monitor your current progress in completed assessment tasks and completed units.

4. Use of tracking technologies
4.1 We use cookies, analytics, and tracking technologies to monitor website performance, enhance user experience, and provide targeted advertising.
4.2 We partner with Microsoft Clarity and Microsoft Advertising to capture how users interact with our website through behavioural metrics, heatmaps, and session replays. This data is used to optimise our services, prevent fraud, and improve advertising.
4.3 For more information on Microsoft's data policies, visit the Microsoft Privacy Statement.

5. Data security and storage
5.1 We implement security measures to protect your personal data from unauthorised access, loss, misuse, or alteration.
5.2 While we take reasonable precautions, no data transmission over the internet is completely secure, and we cannot guarantee absolute protection.
5.3 If any persons have objections to the Privacy Policy, they should not access or use the Site.

6. Accessing and updating your information
6.1 A person has a right to access their personal information, subject to exceptions allowed by law.
6.2 Requests can be made by contacting us via email at admin@firstdoor.com.au. We may require verification before processing requests for security reasons.
6.3 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.

7. Changes to this Privacy policy
We may update this Privacy policy periodically. Changes will be posted on our website with an updated effective date.

8. Contact us
For any questions or concerns about this Privacy policy, please contact:
First Door Training & Development Pty. Ltd.
Email: admin@firstdoor.com.au

Complaints and Appeals Policy

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

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

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

Complaints or Appeals Procedure

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

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

Formal Complaints and Appeals
Students have access to complaint and appeal forms through their student portal, Cloud Assess or through our website if they would like to remain anonymous. For other stakeholders, First Door will provide the complainant with access to the complaints/appeals form through our website to complete details of their issue.

The following process is required:

- the complaint and its outcome shall be recorded in writing
- on receipt of a formal complaint, the First Door Director will meet with a panel of suitable people to hear the complaint.
- these suitable people will not have had previous involvement with the complaint and should include representatives of:
    - First Door
    - an independent person if required
- review their competency report / assessment / evaluation
- interview the complainant if required. The complainant will be allowed advocacy rights and will be provided with an opportunity to discuss their case

- the panel will make a decision on the resolution of 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

Recognition of Qualifications Policy

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

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

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

USI Registry access

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

Recognition of Prior Learning Policy

All students shall have access to information about Recognition of Prior Learning (RPL). Evidence of RPL can be provided through informal education, life and workplace experience and voluntary roles. This policy aligns with the Standards for RTOs 2025, particularly Standard 1.8, ensuring that RPL assessments meet compliance requirements.

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

Students requiring additional support, including those from diverse backgrounds or with disabilities, will be provided with reasonable adjustments in the RPL process.

3. Shared responsibilities for progress

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

Assessment Process Policy

Student Standards

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

- Assessment work is to be completed to an appropriate professional level to the student's job role/qualification. For example, the student's assessment work should be proofread 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 is required to be completed by the student with their signature, name and date signed. The student declares in this declaration that "the work contained in this assessment task 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.

Plagiarism process for submitted assessment tasks that are not the student's own work

Completing competency-based training and assessment requires all students to complete all assessment tasks personally and in their own words.

Submitting work that is copied from another source or person is plagiarism and unethical. This includes, but is not limited to, copying sources such as, Internet websites, other online sources, books and Artificial intelligence (AI) e.g., Chat GPT, Copy AI.

It is also unethical and unacceptable to use collusion by requesting, providing or allowing a student the opportunity use other people's work. Examples of collusion are:

- asking another person for completed assessment work to use as their own
- providing a student completed assessment work to use
- asking another person to complete assessment task/s
- completing assessment task/s for a student.

Process to detect and act against plagiarism

First Door assessors use checks to ensure student's work is their own and use the relevant listed processes, following the detection of copied work from another person or source.

Feedback - guidance: For very minor and the first incident of copied work, when it appears about 95% is the student's own work. The assessor provides guidance about not using copied work in their assessment feedback.

First warning email: On the first time an obvious amount of copied work is detected, in combination with student's own work. The detection is checked and confirmed as plagiarism by another assessor. The first warning email is sent through the student's enrolment logbook as a recorded breach of First Door student standards. The student is required to resubmit the assessment tasks using their own work only.

Final warning email: On the second time an obvious amount of copied work is submitted by the student OR can be the first and final warning if 100% copied work is detected. The final warning email must be confirmed appropriate action by the Company Director or authorised person.

The final warning email is sent through the student's enrolment logbook as a recorded breach and final warning. The final warning email is forwarded to the student's employer with a cover explanation. The employer must be notified of this final warning.

Course cancellation meeting is arranged if plagiarism continues after the student has received their final warning. This meeting involves the student, their employer, the mentor (and the Company Director, if applicable).

Structured training plan assessment process

The structured training plan provides students with a timetable to work through a course unit each month. 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 unit's assessment tasks 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).
- The case study task is completed and submitted one week following unit start date

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 final assessment tasks.
- The student engages in a professional conversation with their mentor about the unit content and can 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, 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 due date

- Students are to submit their completed assessment tasks and portfolio evidence on or before 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 10 days 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 resubmit support meetings

If a student has received feedback from the assessor that their assessment evidence is incomplete, then helpful feedback is provided by the assessor about the evidence required.

Students can request or be invited to a *resubmit support meeting* with their mentor if they need further clarification or support to complete the assessment task requirements.

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.

The student is supported and expected to complete and resubmit their assessment within a suitable timeframe (usually within 7 days).

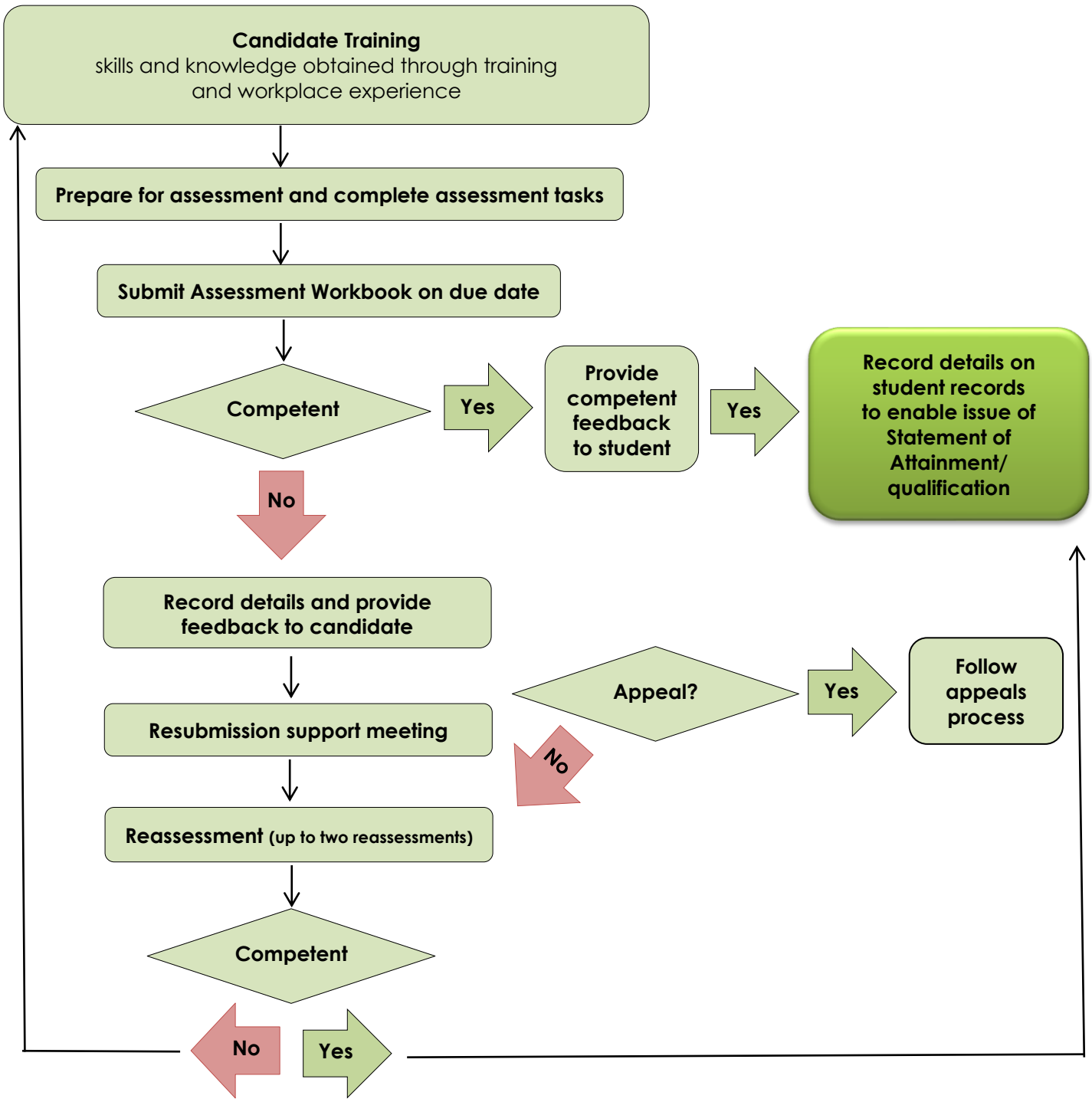
Implications of overdue assessments for the student

Having two or more overdue assessments can lead to negative consequences for students.
These consequences could include:

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

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

Assessment Process Overview



Student Engagement & Course Progress Policy

Commitment to Student Progress

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

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

2. Personal mentor
One-on-one mentoring is undertaken for each unit of study, in a manner which suits the current unit's requirements and 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 weekdays. In addition to this, weekly study support sessions by online meetings are available if extra study support is required.

4. Assessment resubmit support meeting
The student receives constructive feedback by email for any assessment work that is to be resubmitted. Students that require further clarification or additional support to resubmit assessment tasks can request and/or are invited to attend an *Assessment resubmit support meeting* with their mentor/assessor. This 'resubmit meeting' is usually held by an online 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 two-monthly report of the student's progress and receives a six-monthly 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 unit outcome within 14 days of submitting their final assessment task to First Door.

First Door's student management system is updated when the student is marked competent in the unit outcome.
Students can access a current list of their competent units through using First Door's 'Student portal log in' accessed through www.firstdoor.com.au

Each student receives a transcript of completed units by email six-monthly, as an official pdf 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 request an extension of the due date, generally for a maximum of one week. The mentor is also able to better support the student when the student shares their issues, barriers or concerns.

First Door mentors use these strategies to support students to get back on track and progress according to their training plan.

Unit assessment tasks are not submitted by due date, without an extension request

If progression is not aligned to the student's training plan and the unit's assessment tasks are not submitted by the due date, the following steps are taken:

a) The student's records are updated as overdue in the relevant unit/s, and:
b) The student is contacted by email to verify the overdue status, within 2 business days over the unit's due date. This email offers study support, with an option for an online study support meeting.
c) The mentor provides a revised due date within 5 days, unless untypical circumstances have occurred, and a longer extension is agreed on.

These strategies are to support course progress and avoid potential for the student's training plan to be placed on hold for unsatisfactory course progress.

Unsatisfactory course progress over 3 months

If a student has not completed ***at least one unit as competent within any three month period***, the following steps are actioned.

1. Temporary suspension of training plan – no access to new units

The mentor places the student's training plan 'on hold' for an agreed period between 1 – 3 months to enable the student to complete the assessments for the overdue units.

The following actions are taken with temporary suspension:

a) The student and their employer are notified that the student cannot commence any further units until they have completed the required overdue units as competent.

b) Support processes are implemented as required (see *Support & Agreement meeting* below)

c) The student receives a plan with agreed unit start and due dates for overdue units that must be met to enable the training plan to be reactivated.

d) Monthly fee payments are suspended if the student has paid $1,500 in advance.

2. Support & Agreement meeting

A *support and agreement meeting* is held with the student, their mentor (and the employer if relevant) to establish barriers to course progression and to provide access to resources/strategies to support the student's success.

Strategies are discussed and agreed on for the student to use, for example to improve their study skills and/or time management, to problem solve the barriers to submitting assessment tasks by due date. Each agreed strategy will have a review date to check progress and for accountability.

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

A final review date occurs two months following this meeting to check for the student's continued satisfactory course progress.

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 of the outcome by email.

Course cancellation procedure

The course cancellation process begins for a student when:

a) **communication has ceased without explanation** between the student and their mentor, for a period of at least two months. These attempts by the mentor to contact and communicate with the student are documented in the student's logbook over a period of at least two months, **and/or**

b) **the student is not making satisfactory course progress** over a period of five months, despite the following support being provided by their mentor:
   - support and agreement meeting, or the request to arrange and attend this meeting.
   - documented regular attempts of communication and effort to support the student's progress.
   - attempts to contact the student in a variety of ways, including through their workplace, by phone, text and email.
   - sharing communication efforts and the current situation with the student's employer.

If a) or b) as detailed above have occurred, then the mentor has a three step process before the student's course enrolment is cancelled.

[Continued on next page]

The following three emails are sent to both the student and the employer:

1. **Warning of course cancellation email** to officially advise the potential impact of the unsatisfactory course progress and/or communication and the required next steps. This warning of course cancellation email is sent:
   a) after at least two months of non-communication by the student, outlining the attempts to contact them, and advising the student that they must contact their mentor to resolve communication issues within two weeks of the email sent date. AND/OR
   b) at the end of five months of unsatisfactory course progress, to advise the required next steps to be completed within two weeks of the email sent date.

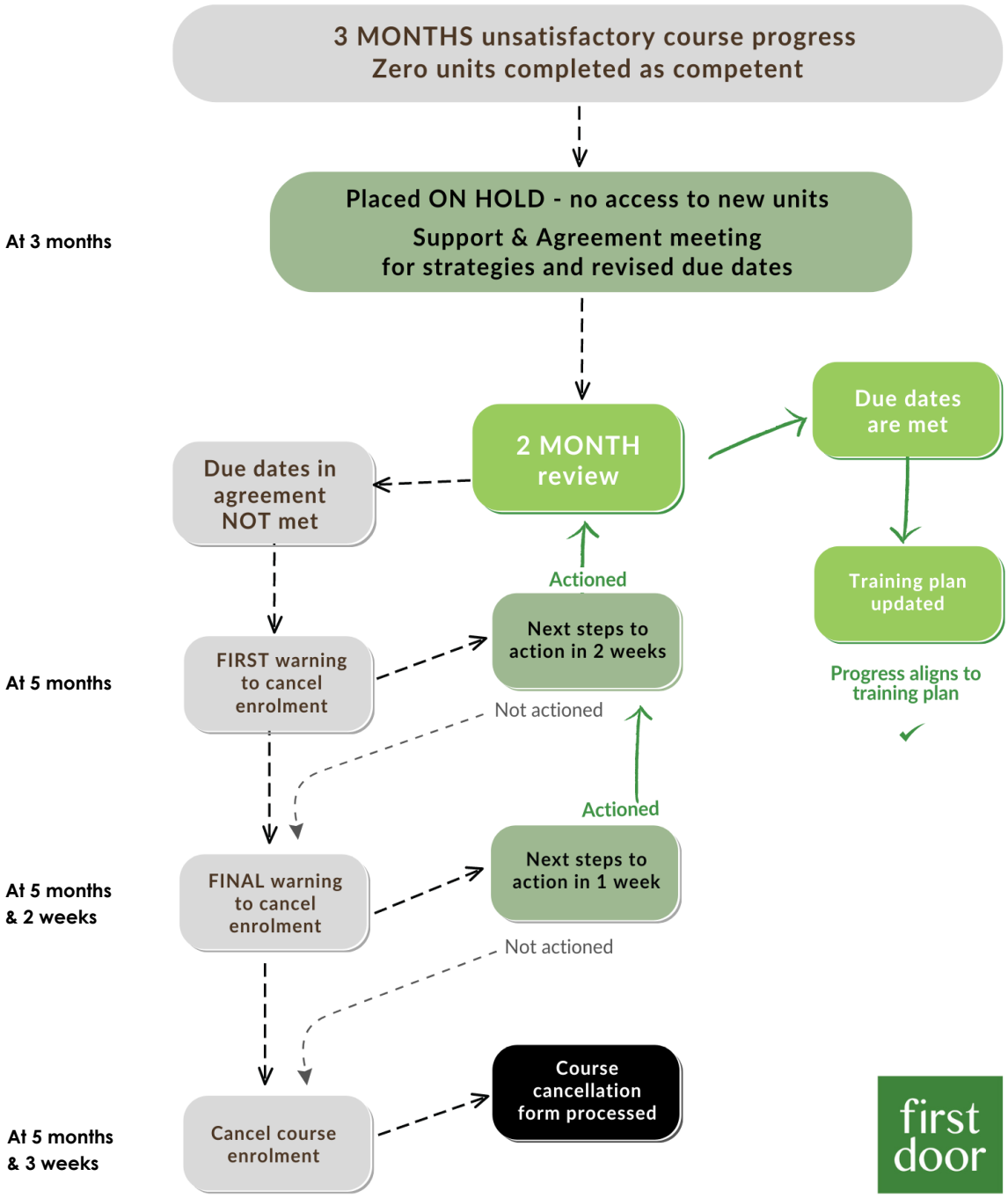
2. **Final warning email two weeks** following the first warning, requesting the student to make suitable arrangements within one week or the course will be cancelled.

3. **Course cancellation email sent three weeks** following the first warning email, if unsatisfactory or no action has been taken by the student to rectify the situation. This email advises the student's enrolment has been cancelled and course cancellation procedures are actioned.

Procedure for students' unsatisfactory course progress and course cancellation

The below flow chart overviews the general procedure for students with unsatisfactory course progress over at least three months, and/or when communication has ceased without explanation for at least two months.

Consideration is taken relating to each student's individual circumstances with the aim to achieve an agreement and course progress.


3 MONTHS unsatisfactory course progress
Zero units completed as competent
At 3 months
Placed ON HOLD - no access to new units
Support & Agreement meeting
for strategies and revised due dates
2 MONTH review
Due dates are met
Due dates in agreement NOT met
Actioned
Training plan updated
At 5 months
FIRST warning to cancel enrolment
Next steps to action in 2 weeks
Not actioned
Progress aligns to training plan
Actioned
At 5 months & 2 weeks
FINAL warning to cancel enrolment
Next steps to action in 1 week
Not actioned
At 5 months & 3 weeks
Cancel course enrolment
Course cancellation form processed
first door

4. Our support for your success

Student Wellbeing Policy

Policy Statement

At First Door, we are committed to creating a safe, inclusive, and supportive learning environment for all students and staff. First Door aims to promote student wellbeing and foster a culture of respect, safety, and success. Aligning with the Standards for RTOs 2025, we take a proactive approach to supporting student wellbeing by ensuring:

- Students have access to wellbeing-based resources, tools, and referrals to external services as needed
- Training and assessment practices that are inclusive, respectful, fair and flexible
- Confidentiality to protect student privacy and personal information as detailed in relevant forms and our Privacy policy
- First Door maintains a proactive partnership with Be You, an organisation that provide resources to support educator wellbeing. We also recommend that our students register for free to become a member with Be You.
- Our mentors aim to observe noticeable red flags for student's wellbeing and can offer a wellbeing plan for the student to complete with their mentor if required. The wellbeing plan identifies the student's individual needs, sets achievable goals, and encourages the student to access appropriate support.
- If permission is granted by the student, First Door can work in partnership with the student's employer to consider and implement strategies for the wellbeing action plan.

Purpose and Scope

First Door values the wellbeing of our students as a key factor in our shared success and recognises that each student's wellbeing influences their successful learning journey. We acknowledge that wellbeing is influenced by various factors beyond just study, and these other factors are likely to require assistance outside First Door's support scope.

We are committed to providing a supportive environment with resources and pathways to help students maintain their mental, emotional, and physical wellbeing. While each student and educator have personal responsibility for their own wellbeing, we encourage students to seek out proactive strategies to reduce tension or stress relating to study. First Door can guide our students with tools, resources and suggestions for managing stress related to study, and accessing support services to promote wellbeing to assist with course progression.
This policy is a guide to outline ways to communicate and access support through First Door. We understand that each student's circumstances are unique, and we endeavour to provide each student with access to the support that best meets their needs.

Wellbeing red flags

Observable signs of a student's lack of wellbeing may include one or more of the following, or a reoccurring pattern of any of the below:

- Not fulfilling responsibilities: Regularly taking sick leave, missing assessment due dates and not meeting agreed timeframes detailed in their training plan.
- Changes in demeanour: Difficulty concentrating, increased anxiety, forgetfulness, signs of distress excessive apologising.
- Frequent illness reports: Persistent reports of illness or pain, such headaches, or unexplained fatigue.
- Reduced engagement and motivation: A noticeable decline in participation, enthusiasm, or responsiveness to feedback and support.
- Disclosure of wellbeing challenges – Students may share personal concerns impacting their wellbeing

When signs of student wellbeing concerns are observed by a mentor, the following steps should be taken:

1. Ensure red flags are documented.
2. Check in with the student: Approach them in a supportive and non-judgmental way to express concern and offer assistance.
3. Provide appropriate referrals: Direct the student to wellbeing support services, as per First Door wellbeing support procedure.
4. Monitor student's wellbeing signs, and complete wellbeing action plan with the student as applicable.
5. Continue to check in and review support as needed with the aim to support course progress. This may include reviewing support strategies with the student's employer, if the student has agreed to the employer's involvement.

Wellbeing support procedure

Proactive steps from student welcome meeting: use tools provided.
At welcome meeting, introduce wellbeing policy and provide support services and contacts poster to students.
Student completes wellbeing acknowledgement form and is encouraged to register with *Be You*.

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Communication with your personal mentor
to identify signs/wellbeing red flags, triggers and next steps.

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Development of wellbeing action plan
The student may be encouraged to establish a Wellbeing Action Plan to put goals and strategies in place to support wellbeing. The wellbeing plan can also be completed as part of the student's Support & Agreement meeting.

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Options for additional support services: Beyond Blue, Headspace, 1800 Respect, Lifeline, Suicide call back, Mensline, 13YARN, Qlife (see links below). Be You registration

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Option to pause training plan and/or the student to use sick leave as approved by employer
Students can request a study pause/sick leave to have space and time away from study/work to support mental or physical wellbeing. The study pause/sick leave is to support the wellbeing required for adequate course progress and return to work.

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Professional counselling session (through workplace or First Door)
Conversation with mentor to request, book and attend a **one on one professional counselling session through First Door**

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Implement recommendations from counselling session
and attend a review meeting with mentor.

Access to wellbeing support resources and services, for example:

- https://www.beyondblue.org.au/
- https://headspace.org.au/
- https://1800respect.org.au/
- https://www.lifeline.org.au/
- https://www.suicidecallbackservice.org.au/
- https://mensline.org.au/
- https://www.13yarn.org.au/
- https://qlife.org.au/
- Your mental wellbeing | QLD Government
- For employees (headsup.org.au)
- Health and wellbeing resources | WorkSafe.qld.gov.au
- Support from health professionals

Student Support Services Policy

Supporting Student Individual Needs

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

Red flags for individual learning needs or for Language, Literacy and Numeracy (LLN) needs are identified and recorded by the student's mentor from enrolment. This information is used to establish and document additional support strategies as required by the student's mentor.

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

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

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

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

Language, Literacy and Numeracy (LLN)

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

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

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

Flexible Learning and Assessment Procedures

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

Please also refer to:

- Student Assessment Processes Policy

- Student Engagement and Course Progress Policy

- Student Wellbeing Policy