



STUDENT HANDBOOK



Leaders in developing capability



“Education is the key to unlock the golden door of freedom.”

George Washington Carver

Contents

Page

About us

Founders and Directors	3
Our mission statement	

First Door code of practice

Privacy, access and equity standards	4
Educational standards	
Ethical and professional standards	5
Sanctions	
Further reference	

First Door student related policies

1. Student Standards	6
2. Student Information	
3. National Unique Student Identifier	
4. Course information	
5. Enrolment	
6. Access and Equity	7
7. Confidentiality and Privacy	
8. Fees Protection and Refunds	8
9. Recognition of Qualifications	
10. Recognition of Prior Learning	
11. Student Assessment and Assessment Overview	9
12. Student Engagement	
13. Student Support Services	10

About us

Founders and Directors

Brisbane women, Cindy Donald and Andrea Isitt knew as study partners that they had a great work ethic and capacity together. Backed with a complementary skill set, their passion for inspiring others through high quality education, and extensive experience in business, training and management they have set out to bring a fresh inspired training approach. Following many meetings over coffee together, and in consultation with the needs of the Early Childhood industry, First Door Training and Development became a registered Company in 2012.

Cindy Donald

Cindy has over twenty years of extensive experience in business management and has achieved Diplomas in Business Management and Hospitality (Operations).

Cindy is also well experienced as a trainer and assessor in the hospitality sector. Throughout her career, Cindy's passion has been training and developing people to bring about the best possible results. She is also qualified with a Bachelor of Training and Development, and Certificate IV in Training and Assessment.



Andrea Isitt

Andrea's career has focused on promoting learning and business development. She was the Director of the franchised Company 'The Learning Years Ltd' that promoted parents as first teachers. Andrea has a Diploma in Children's Services and several years of leadership experience in the Early Childhood sector. Andrea is qualified with a Certificate IV in Training and Assessment, and a Bachelor of Training and Development. She has over twenty years of experience in training and developing staff, teams and businesses.



Our Mission Statement

Purpose – why we are here

First Door empowers those seeking to develop their professional capability, knowledge and skills in Management and the Community Services sector. Our purpose is to develop a motivated and highly skilled workforce that is able to make a positive difference to individuals and communities of people.

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 with current issues and problems to be addressed in staff training and development.

What we do

First Door bridges the gap between theory and best workplace practice by providing engaging resources and environments. First Door inspires focused students by providing support and structure in their learning with timely and constructive assessment processes.

We promote the need to create learning organisations for staff to learn, develop skills and capability. First Door provides courses to create leaders in learning within Early Childhood centres and businesses.

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 our vision motto "Leaders in developing capability" to maintain high professional standards, and to safeguard the interests of clients.

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

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

Education standards

The Company First door and its personnel act to:

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

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

Ethical and professional standards

The Company First door and its personnel act to:

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

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

Sanctions

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

Further reference

Full information on First Door Policies and Procedures and those referenced in the Code of Practice can be viewed on the First Door website, 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.

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.

National Unique Student Identifier

First Door is aware of the requirement for all RTO's to implement the Unique Student Identifier by 1 January 2014. First Door is working with their Student Management Software provider, Wise.NET, to ensure it will be compliant by 1 January 2014

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

We provide 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 subject to our Privacy Policy.

Before and during course enrolment we provide students access to our student handbook to ensure all learners are aware and understand the information contained in both.

We will at any time welcome questions relating to the student handbook and training /assessment requirements to ensure clarity

Access and Equity Policy

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

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

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

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

Confidentiality and Privacy

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

Students have access to their personal records when requested.

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

Privacy Policy

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

Collection of your personal information

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

Sharing of student personal information

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

Use of student personal information

For each visitor to reach the site, we expressively 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.

Fee Protection and Refunds Policy

All fees paid in advance are protected. We guarantee the company's sound financial position and safeguard all payments made in advance until the student's successful conclusion of units to the value of the advanced payment. First Door guarantees that they have the capacity to deliver the courses offered. If First Door has to cancel the course a full refund will be given, including all administration fees.

Payments made in advance are identified as a liability until the successful conclusion of units to the value of the advanced payment, where it is then identified as an income.

If a student provides one week notice to cancel prior to the course starting date, they will receive a full refund less the non-refundable enrolment fee.

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

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 Policy

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

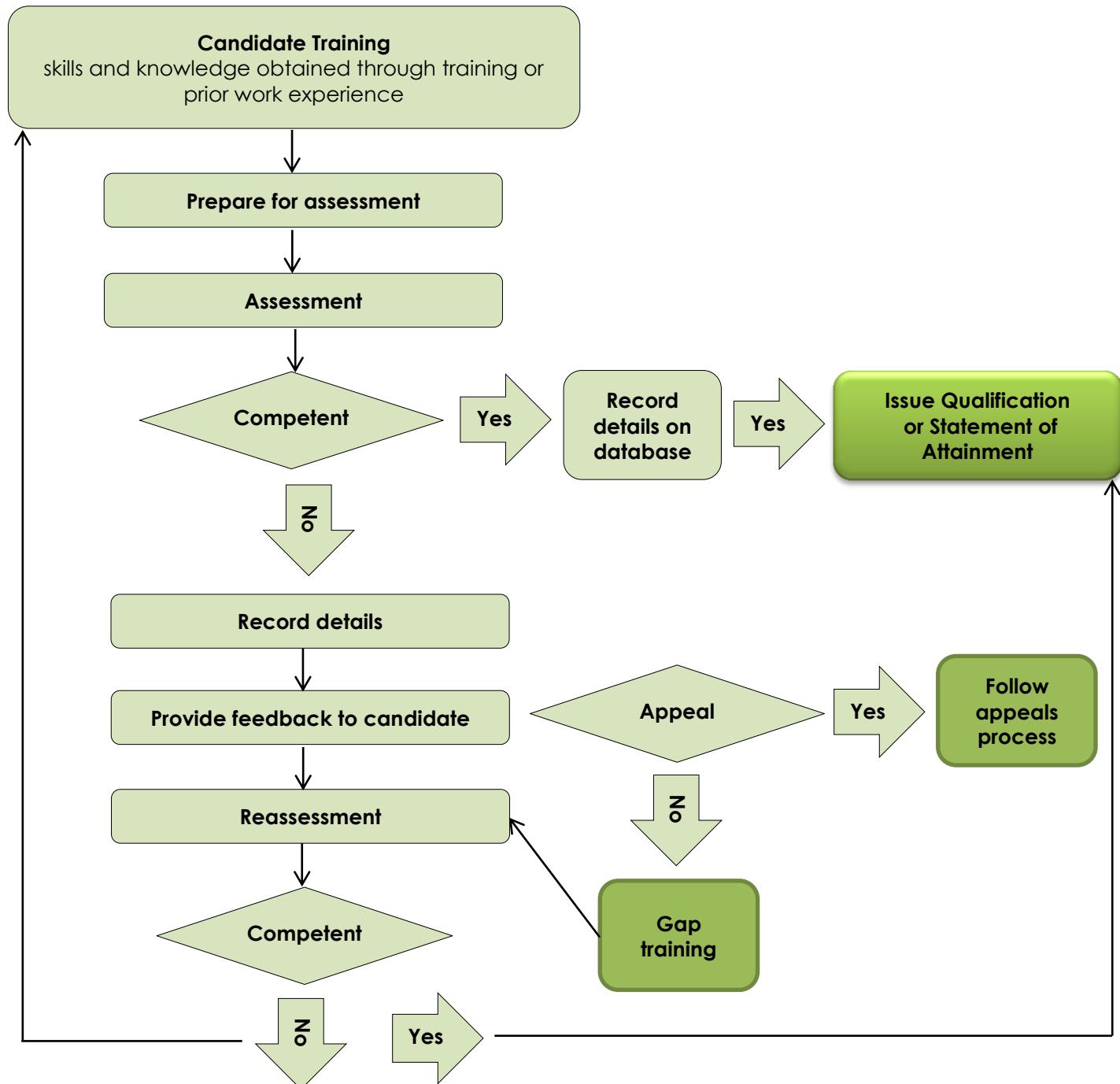
- compliance with the assessment guidelines from the relevant Training Package or accredited course
- assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- assessment complies with the principles of competency-based assessment (i.e. assessment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

All students have access to one reassessment or to appeal.

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).

Assessment Overview



Student Engagement

Employer Contribution to Student Learning

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

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

Course Extension

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

Assessment due dates

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

Assessment extension requests

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

Student Support Services Policy

Supporting Student Individual Needs

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

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

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

Regular workplace mentoring will be undertaken, in a manner which suits the student's circumstances, which will lead to effective monitoring of training and assessment. First Door will undertake workplace mentoring at least once every two months.

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

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

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

Language, Literacy and Numeracy (LLN)

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

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

First Door will make every effort to assess a perspective client/learners ability to carry out all the learning tasks and required assessments before 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.