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.

**First Door personnel will ensure privacy, access and equity.**They 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.*

As an organisation, First Door will perform to the following standards:

**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.
9. *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.

**The Policies and Procedures referenced in the Code of Practice can be viewed on the First Door website, or be requested to be sent or emailed. For more information on any of the provisions in our Code of Practice, please contact administration at First Door**